

LOS ANGELES COUNTY
DEPARTMENT ON DISABILITY
MAY 18, 2011
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>> IF YOU DO HAVE CELL PHONES, IF YOU COULD PLEASE TURN THEM OFF, BECAUSE IT DOES INTERFERE WITH OUR RECORDING.

PRESIDENT NEAL: I'D LIKE TO CALL THIS MEETING TO ORDER. AND I ASK STAFF TO CALL THE ROLL, PLEASE. TER PRESENT.

COMMISSIONER MUSTELIER: HERE.

PRESIDENT NEAL: HERE.

COMMISSIONER TROOST: HERE. 2011 HERE.

COMMISSIONER JAMES: HERE. AND WE NEED ONE MORE FOR A QUORUM.

PRESIDENT NEAL: ALL RIGHT. THANK YOU. I'M GOING TO SKIP DOWN BECAUSE WE NEED TO VOTE ON ITEM 1 THROUGH 6 AND WE DON'T HAVE A QUORUM. SO I'M GOING TO SKIP DOWN TO ITEM NUMBER 7. AND I WOULD LIKE TO -- I DIDN'T REALLY MAKE A FULL PRESENTATION OR PREPARE A FULL PRESENTATION FOR TODAY, BECAUSE SOME OF THE THINGS I WANTED TO TALK ABOUT ARE ALREADY HERE ON THE AGENDA. ONE OF THEM BEING THE DISCUSSION OF THE BALDWIN HILLS CRENSHAW PLAZA, SO I'M JUST GOING TO TALK ABOUT THAT FOR A SECOND. I DID GO BY THERE AND CHECK IT OUT AGAIN. I'VE BEEN GETTING A LOT OF COMPLAINTS FROM THE COMMUNITY. I DON'T KNOW IF YOU GUYS ARE FAMILIAR WITH IT. IT'S IN THE SECOND DISTRICT. THIS IS WHERE THE MAGIC JOHNSON THEATER USED TO BE, AND HE BAILED ON IT AND NOW THERE'S JUST A LOT OF RUBBLE OVER THERE.

I DON'T KNOW EXACTLY WHAT THEY'RE GOING TO DO, BUT THEY TORE DOWN A SIZZLER. THERE WAS ANOTHER VEGETARIAN RESTAURANT, THEY TORE THAT DOWN. THEY'RE TEARING DOWN THE GOLDEN BIRD, WHICH WAS A FIXTURE. IT SHOULD HAVE BEEN A LANDMARK, BUT THEY WERE GOING TO TEAR IT DOWN AND TURN IT INTO A NIGHT CLUB AND A BAR, WHICH IS ABOUT THIS FAR FROM DEBBIE ALLEN'S DANCE STUDIO, SO TO ME, THAT'S NOT A GOOD IDEA. AND IT'S JUST THE PARKING LOT, IS JUST A MESS.

ON THE OTHER SIDE, ON THE MACY'S SIDE, THEY TORE IT UP. I COMPLAINED TO THE BUILDING DEPARTMENT ABOUT THE WAY THEY HAD TORN IT UP, AND TAKEN OUT THE HANDICAPPED PARKING SPACE, BECAUSE, I GUESS, IT WASN'T IMPORTANT. AND THEY NEVER PUT ALL OF IT BACK. THEY ACCOMMODATED A CHICKEN WING AND BAR, THAT THEY PUT IN NEXT TO THE ALBERTSON'S, SO IT'S LIKE, ENCROACHING ON THE PARKING FOR ALBERTSON'S, AND A LOT OF SMALLER BUSINESSES, THERE'S A BEAUTY SUPPLY THEY LIKE TO GO TO, BECAUSE I LIKE TO KEEP MY MONEY IN THE COMMUNITY AND SALLY'S BEAUTY SUPPLY, AND I'VE BEEN FOR THREE MONTHS IN A ROW, WAITED FOR MORE THAN A HALF HOUR, AND I STILL COULD NOT GET A PARKING SPACE. I THINK THAT'S RIDICULOUS. THEY NEED TO KEEP DESIGNATED HANDICAPPED SPACES THROUGHOUT. IT IS ALSO THE 8TH CITY COUNCIL DISTRICT, AND I HAVE NO CONFIDENCE IN THE PERSON IN THE 8TH DISTRICT THAT IS RESPONSIBLE FOR THIS BECAUSE IT WOULDN'T BE LIKE THIS.

THERE'S ALSO, ACROSS THE STREET, THEY CALLED IT THE BALDWIN HILLS PLAZA AND THIS IS T.H.E. CLINIC, WHICH IS "TO HELP EVERYONE" USED TO BE, WHERE THEY TREAT ANYBODY. BUT THEY ALSO SPECIALIZE IN H.I.V. TREATMENT, WHICH IS WHERE I WAS GOING, WHICH IS VERY CONVENIENT, THEN THEY MOVED IT DOWN TO 39TH AND WESTERN, WHICH IS IN THE MIDDLE OF AN ARMPIT. IT'S JUST AWFUL DOWN THERE I WANT TO TAKE MY COUSINS WITH ME, WHEN I GO. AND YOU KNOW WHAT I'M TALKING ABOUT WHEN I SAY THAT, DOES ANYBODY UNDERSTAND THAT?

AUDIENCE MEMBER: CAN YOU TELL ME?

PRESIDENT NEAL: MR. SMITH AND MR. WESSON. FEEL ME ON THAT? IT JUST MAKES ME VERY NERVOUS, BECAUSE THE SECURITY GUARDS THEY HAVE THERE LOOK LIKE GANG MEMBERS AND THEY'RE HOSTILE AND PUSHY AND I JUST DON'T LIKE T. SOMETHING NEEDS TO BE DONE, WHEN THEY REFURBISH IT OR WHATEVER THE HECK THEY'RE GOING TO DO, TO MAKE SURE IT'S GOING TO ACCOMMODATE US.

THE BALDWIN HILLS-CRENSHAW MALL WAS DONE WHEN TOM BRADLEY WAS STILL MAYOR. IT WAS SUPPOSED TO BE A SHOWPIECE ON HOW YOU CAN MAKE THINGS ACCESSIBLE SO THAT PEOPLE WITH DISABILITIES CAN COME IN THE COMMUNITY AND SPEND THEIR MONEY AND THEY TOOK OUT, THEY HAD DOUBLE DOORS ON THE MACY'S SIDE, AND ELECTRIC DOORS SO YOU JUST GO UP TO THE DOOR, AND THE DOOR WOULD OPEN. AND THEY TOOK THEM OUT. SO A LOT OF THE ACCOMMODATIONS AND THINGS THEY HAD IN THAT MALL, THEY HAVE JUST GOTTEN RID OF THEM, SO I'M JUST REALLY CONCERN, BECAUSE THERE'S ANOTHER ISSUE THAT'S BEEN IN THE NEWS, ABOUT THE BUILDING DEPARTMENT, WITH THE CITY OF LOS ANGELES. SOME THINGS, I'M PRETTY SURE, HAVE NOT GONE TO PLAN CHECK. THERE'S A GYM THAT I HAVE TALKED ABOUT, AND COMPLAINED ABOUT MANY TIMES TO PHIL KYANOWA, TO RON WOODS IN THE BUILDING DEPARTMENT AND IT WENT NOWHERE. NO ONE EVER WENT OUT THERE. IT'S NOT ACCESSIBLE. THERE'S NO GOOD SIGNAGE THERE. SO I JUST WANTED TO MAKE SURE THAT YOU UNDERSTOOD WHY I BROUGHT THIS UP, BECAUSE IT NEEDS TO BE DONE CORRECTLY SO THAT THOSE OF US THAT LIVE IN THAT PARTICULAR AREA, HAVE SOMEBODY WHERE WE CAN GO AND SPEND OUR MONEY, AS OPPOSED TO HAVING TO GO WAY OUT OF THE COMMUNITY.

AND I THINK, BECAUSE WE HAVE THE RADIO SHOW SCHEDULED LATER ON, I'M GOING TO START, BECAUSE WE HAD A REALLY GOOD SHOW TODAY AND I HAD A SURPRISE, BUT I DIDN'T FIND OUT UNTIL AFTER THE SHOW WAS OVER. I THINK EVERYBODY KNOWS NILA. NEMA'S SON WAS MY GUEST ON THE SHOW, AND I DIDN'T KNOW IT WAS HIM. NILA IS ONE OF THE STAFF WHO WORKS FOR COMMISSION SERVICES. SO THAT WAS A REALLY NICE SURPRISE. BUT IT WAS THE CULVER-PALMS, FAMILY YMCCA, AND KIDS WITH DISABILITIES ARE MAINSTREAMED THERE. WHAT I MEAN S THE ENTIRE FACILITY IS ACCESSIBLE. THEY DO NOT TOLERATE ANY BULLYING OF ANY KIDS AT ALL SO THAT INCLUDES THE KIDS WITH THE DISABILITIES AND I HAVE SEEN THEM PRETTY MUCH READ THE RIOT ACT TO KIDS THEY FELT WERE TRYING TO INTIMIDATE KIDS WITH DISABILITIES THERE. SO THAT IS THE END OF MY REPORT, AND I WILL ASK FOR ITEM 8. JOHN TROOST. DO YOU WANT TO REPORT ON THE NOMINATING COMMITTEE.

>> HE CAN DO THE PRESENTATION, BUT THERE'S A MOTION, TO SLATE THAT, WE'D HAVE TO HOLD OFF UNTIL WE HAVE A QUORUM.

PRESIDENT NEAL: OKAY. DO YOU WANT TO GIVE YOUR REPORT, AND WHEN WE HAVE THE REPORT, AND A QUORUM, WE'LL DO IT AGAIN.

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COMMISSIONER TROOST: I WANT TO REPORT ON THE MEETING LAST MONDAY JAN [INDISCERNIBLE] PRESIDENT, AND JANET NEAL IS FIRST VICE-PRESIDENT, AND JOHN JAMES IS SECOND VICE-PRESIDENT AND KECIA IS TREASURER, AND THAT IS ALL THAT WE HAVE. ARE THERE ANY OTHER --

PRESIDENT NEAL: [INDISCERNIBLE]

PRESIDENT NEAL: OKAY. OKAY. THANK YOU.

ITEM NUMBER 9. EVENTS COMMITTEE. WE'VE BEEN WORKING ON THE NOMINATIONS FOR THE LUNCHEON AND WE'VE BEEN WORKING ON THE ITEMS THAT WE NEED FOR OUR GOODIE BAG. LET'S SEE, WE HAD PRESENT AT THE MEETING WERE MYSELF, KECIA WELER, STANDEE EISENBERG, ANGELA DAVIS, AND DANIEL GARCIA. THANK YOU, GUYS FOR ATTENDING. WE DID THE PRELIMINARY PLANNING OF THE LUNCHEON AND WE'RE GETTING INTO THE FINAL STAGES OF SOME PARTS OF THIS. WE DISCUSSED ADDITIONAL SPONSORSHIP, WE GAVE SOME LISTS OF SOME COMPANIES WE THOUGHT WOULD BE GOOD TO CONTACT TO SEE IF THEY WANTED TO EITHER GIVE US A DONATION, OF EITHER GOODS OR CASH, AND TAKE OUT AN AD.

I'LL READ SOME OF THE COMPANIES. GYMS, BALLY'S, SPECTRUM, L.A. FITNESS, SPORTS CLUB, L.A., YMCA, I DON'T KNOW WHAT THIS ONE IS. IEI. I DON'T KNOW: WE ALSO THOUGHT ABOUT COMPANIES LIKE GOOGLE, SONNY, MICROSOFT AND APPLE. PARAMOUNT STUDIOS, OIL COMPANIES, TRADER JOE'S, METRO LINK AND WESTFIELD MALL. THEY'RE ALL OVER THE PLACE. AND JIMMY PRICE, THE CHIEF OF PARKING TO SEE IF THEY WOULD LIKE TO TAKE OUT AN AD.

WE ALSO WENT OVER, AND TALKED ABOUT THE SCHOLARSHIP APPLICATION AND WE EXTENDED THE DEADLINE TO MONDAY MAY 16. WE TALKED ABOUT SOME FUNDRAISING IDEAS, GAME SHOWS, FAMILY FEUD, MINUTE TO WIN IT, ARTS AND CRAFT SHOW INVOLVING RANCHO LOS AMIGOS. DIFFERENT ITEMS FOR THE GOODIE BAG. SOMETHING IN THE GOODIE BAG FOR A DISASTER KIT. LIKE A FLASHLIGHT, RAIN PANTHO OR WATER BOTTLE. SOMEBODY ELSE WAS TALKING ABOUT ANOTHER WAY TO RAISE MONEY, WHICH IS TEXTING PLEDGES, THE WAY THAT MID MIGHT MISSION HAD DONE TO RAISE A LOT OF MONEY. WE THOUGHT ABOUT COMING UP WITH AN EMERGENCY BAG, AND FILL TOGETHER UP, AND RAFFLING THAT OFF. WE WANT TO GET SOME GOODIE ITEMS FROM THE DODGERS AND MAYBE TO SHARE THEM. OH. I BOUGHT SOME MUGS THAT YOU CAN DECORATE AND DANIEL TOOK A SET OF THE MUGS, AND I THINK HE'S GOING TO FLY BACK TO WASHINGTON D.C. AND HAVE MICHELLE AND BARACK OBAMA AUTOGRAPH THEM FOR US.

AUDIENCE MEMBER: [LAUGHING]

PRESIDENT NEAL: BUT NO. HE HAD A REALLY GOOD IDEA AND I'M NOT GOING TO SPOIL IT FOR YOU. I'M JUST GOING TO CROSS MY FINGERS AND HOPE THAT WORKS OUT FOR YOU. WE THOUGHT, SINCE THEY'RE PLAYING AND THEY COME WITH THESE LITTLE MARKERS AND THEY'RE PERMANENT MARKERS. IF YOU KNOW AN ARTIST, THEY CAN HAVE ONE. WE ALSO THOUGHT ABOUT GIVING ONE TO EACH SUPERVISORIAL DISTRICT, AND THEY CAN LET SOMEONE IN THEIR OFFICE DO IT OR MAYBE THEY KNOW AN ARTIST IN THEIR DISTRICT THAT MAY WANT TO DO IT AND AUCTION THEM OFF. MAYBE THE SHERIFF OR WHATEVER. OH. I THINK WE SHOULD GIVE LOU FARIGNO ONE. I'LL BUY THAT ONE MYSELF. I KNOW YOU WOULD BUY THE GEORGE LOONY ONE,.

AUDIENCE MEMBER: CAN YOU ASK WHAT KIND OF ART ARE YOU TALKING ABOUT?

PRESIDENT NEAL: FOR THE ART CONTEST?

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AUDIENCE MEMBER: YEAH.

PRESIDENT NEAL: ANY MEDIUM. IT COULD BE CLAY, IT COULD BE WATER COLOR, IT COULD BE ASSEMBLAGE.

AUDIENCE MEMBER: ON MY CELL PHONE, I HAVE SOMETHING THEY DREW. I COULD SHOW IT TO YOU AFTER.

PRESIDENT NEAL: WHAT YOU SHOULD DO, I THINK WOULD PROBABLY BE A BETTER WAY, IS IF YOU PICTURE MAIL IT TO. OR E-MAIL IT. JUST E-MAIL IT TO HER, IT WOULD BE EASY FOR US TO SEE IT AND IF YOU WANT TO ENTER, YOU CAN.

AUDIENCE MEMBER: I THOUGHT OF MY GRANDFATHER. HE FOUGHT AGAINST THE GERMANS, .

PRESIDENT NEAL: OKAY. WE DON'T WANT ANY ORIGINAL ART WORK BECAUSE AS A TRAINED ARTIST, I KNOW I LIKE TO KEEP MY ORIGINAL STUFF. I DON'T WANT TO GIVE IT AWAY.

SO YOU CAN PHOTOCOPY IT, OR WHATEVER YOU WANT TO DO, WE DON'T HAVE YOUR ORIGINAL AND WE DON'T HAVE TO WORRY ABOUT LOSING IT.

LET'S SEE, WE ALSO TALKED ABOUT THE BALDWIN HILLS-CRENSHAW MALL, THE LAWS A WHICH I ALREADY TALKED ABOUT. AND THE MOTION BY DANIEL GARCIA, AND SECONDED BY KECIA WELER. FOR DISCUSSION AND APPROVAL WHICH WAS THE ITEM THAT WE HAVE NUMBER 6 ON THE MOTIONS TO, WHEN WE HAVE A QUORUM.

ITEM 5 IS TRANSPORTATION AND THEY DIDN'T REALLY HAVE ANY OTHER DISCUSSION, OTHER THAN THE MOTION OF MR. GARCIA. AND LET'S SEE, THEN WE HAD AN OPEN DISCUSSION, AND MR. GARCIA TOLD US ABOUT A COMMUNITY FORUM ON FRIDAY, MAY 20 AT CENTRAL MARIBEL SERVICE CENTER. AND HE SHARED THE DIABETES SUPPORT GROUP BEGAN ON MAY 6, WHICH IS PASSED NOW. AND KECIA REPORTED THAT THERE WILL BE A COMMUNITY ACTION DAY ON MAY 20 TO 25, IN SACRAMENTO AND OH. THAT THE AGENDA MEETING, THE MEETING, THE MINUTES OF THE MEETINGS, AND THE AGENDAS ARE GOING TO BE POSTED ON JANETSPLANETLABLOGSPOT .COM, AND I ALSO REQUESTED THAT WE HAVE A SPEAKER ON THE MEDI-CAL HEALTH PLAN INFORMATION. THEY SENT OUT SOME STUFF SAYING THAT YOU HAVE TO CHOOSE WHAT PLAN OR WHATEVER, AND I DON'T KNOW WHAT TO SAY, I DON'T KNOW WHAT IS GOING TO COVER MY DISABILITY. PROBABLY NONE OF THEM, BUT WE HAVE TO PICK. OTHERWISE, THEY'LL CHOOSE FOR YOU, AND I DON'T WANT THAT. SO I THINK IT'S BETTER IF WE HAVE SOMEBODY COME HERE, AND GIVE THE INFORMATION ABOUT WHAT THE CHOICES ARE, AND THEN WE CAN GET THAT OUT TO THE PUBLIC.

ANGELA DAVIS REPORTED THE OFFICE OF AFFIRMATIVE A COMPLIANCE, WILL BE RELOCATED UNDER THE CHIEF EXECUTIVE OFFICE, AND THE DEPARTMENT OF HUMAN RESOURCES, SO WE'LL SEE HOW THAT PLAYS OUT. THEN MOTION OF COMMISSIONER WELER, SECONDED BY DANIEL GARCIA, AND THE MEETING ADJOURNED AT 3:50. DO I HAVE A MOTION TO SEPTEMBER REPORT?

>> IT'S JUST RECEIVED. THERE'S NO NEED FOR A MOTION.

PRESIDENT NEAL: OKAY. RECEIVED AND FILED. OKAY.

EXECUTIVE COMMITTEE WE DIDN'T HAVE -- I'LL GIVE THAT NEXT TIME. WE JUST TALKED ABOUT THE LUNCHEON, WE TALKED ABOUT THE GOODIE BAGS, WE TALKED ABOUT SOME OF THE FUNDRAISING THINGS, AND WHAT WE MIGHT WANT ON AN AGENDA FOR A WORKSHOP. LET'S SEE, QUARTERLY REPORT ON EXPENDITURES AS PRESENTED BY THE TREASURER. COMMISSIONER TERAN, YOU'RE UP.

COMMISSIONER TERAN:

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>> AND ALL THE COMMISSIONERS HAVE A COPY OF WHAT COMMISSIONER TERAN WILL REPORT.

COMMISSIONER TERAN: THE FUND IS \$34,000 -- SORRY. 34,428.99 CENTS.

PRESIDENT NEAL: YAY.

[APPLAUSE].

YOU REMEMBER, WE USED TO BE IN THE HOLE EVERY YEAR, WHEN WE FIRST REDID THIS LUNCHEON. WE WERE LOSING MONEY, SO I'M REALLY HAPPY. GO AHEAD.

COMMISSIONER TERAN: THE KPVM RADIO SHOW, FEBRUARY 2010, TO MARCH 11. 1950. CAPTIONING IN JUNE, 2010 TO MARCH 2011. \$2,000. TANTER SCHOLARSHIPS, \$5,000. GIVE AWAY, \$1337.43. REFRESHMENTS FOR SCHOLARSHIP RECEPTION \$248.71. REFRESHMENTS FOR INSTALLATION RECEPTION. \$390 AND 1 CENTS. REFRESHMENTS FOR YEAR END RECEPTION, \$248. [INDISCERNIBLE] AWARDS LUNCHEON, \$14,488.27, TOTAL EXPENSES. \$25,655.13.

PROFIT FROM THE 2010 ACCESS LUNCHEON. \$6000.799.73. INTEREST ON CD ACCOUNTS, [INDISCERNIBLE] TOTAL INCOME. 7400 70.47. 2010 ACCESS LUNCHEON BREAK DOWN. EXPENSES. HOTEL, AND [INDISCERNIBLE] AWARDS, ETCETERA. \$14,480.27. REVENUE TICKET SALES, SPONSORS, ETCETERA. \$21,180. TOTAL PROFIT, \$6699.73.

PRESIDENT NEAL: WOW. I THINK WE DID PRETTY GOOD. WHAT DO YOU THINK, COMMISSIONER? BECAUSE YOU'VE SEEN REPORTS FROM BEFORE.

COMMISSIONER TERAN: YES, BUT I WISH WE HAD MUCH MORE THAN THIS.

PRESIDENT NEAL: WELL, WE'RE WORKING ON IT. WE'RE WORKING ON T. WE'RE STILL TRYING TO COME MUCH WITH SOME IDEAS AND STUFF LIKE THAT.

BUT I THINK THIS IS REALLY GOOD, AND SO THANKS TO ALL OF YOU GUYS FOR ALL OF YOUR HELP, IN MAKING ALL OF THESE THINGS A SUCCESS.

COMMISSIONER TERAN: OH. I DON'T KNOW IF YOU REMEMBER, WE WERE DISCUSSING THIS A WHILE BACK, MAYBE TWO MONTHS AGO OR SO. BUT THE DODGERS, THAT I COULD GET IN CONTACT WITH THEM. I HAVE A CONTACT NAME BUT STILL HAVEN'T RECEIVED AN ANSWER AND MAYBE WE WILL.

PRESIDENT NEAL: OKAY. YOU WANT TO GO HAVE A MEETING MAYBE? I'LL GO WITH YOU.

COMMISSIONER TERAN: WELL, IT DEPENDS ON THEM.

PRESIDENT NEAL: NO. I'M LETTING YOU TAKE THE LEAD ON THIS. BUT I'M SAYING, IF THAT WOULD BE HELPFUL, I'LL GO WITH YOU. OKAY. WE CAN TAKE SOME OF OUR PROGRAMS FROM PAST LUNCHEON, AND STUFF, ESPECIALLY ONES WHERE WE HAD THESE NICE, BIG DODGERS ADS IN IT. OKAY. THANK YOU.

ITEM NUMBER 13. TRANSPORTATION COMMITTEE REPORTS, INCLUDING DISCUSSION OF PARATRANSIT COMPLAINTS. HAVEN'T HAD ANY. HAVEN'T HAD ANY. DON'T KNOW WHAT THAT MEANS BUT I HOPE IT'S GOOD NEWS.

COMMISSIONER TERAN: I HAD A VERY NICE EXPERIENCE. MY CAR, BECAUSE IT'S OLD, OLDER THAN I AM, IS BREAKING DOWN, ALMOST EVERY OTHER MONTH, SO THIS PAST COUPLE OF WEEKS AGO THE DRIVER WAS THE KINDEST. I THINK HE HAD TO BE AN ANGEL FROM SOMEPLACE SPECIAL. HE WAS THE KINDEST PERSON IN THE WORLD, TO EVERYONE WHO GOT ON AND OFF THE BUS AND I'M GUESSING THAT'S JUST THE WAY HE IS. SO WHEN I GOT OFF, I THANKED HIM PROFUSELY, AND I SAID, I REALLY WISH THAT MORE PEOPLE WERE LIKE YOU.

PRESIDENT NEAL: DID YOU GET HIS NAME?

COMMISSIONER TERAN: YOU KNOW WHAT, I'M SORRY, I WAS I WASN'T FEELING L. I SHOULD HAVE GOT THE NUMBER ON HIS SHIRT.

PRESIDENT NEAL: SOMETHING. ANYTHING. I THINK YOU SHOULD CALL HIM ANY WAY. AND JUST SAY, YOU KNOW, I DON'T REMEMBER. THIS IS THE DATE. THIS IS WHERE I WAS. AND I JUST REALLY WANT, YOU KNOW, BECAUSE IT'LL GET BACK TO HIM. I LIKE TO HEAR ABOUT THE GOOD EXPERIENCES. I THINK WE TALK ABOUT THE BAD THINGS THAT HAPPEN OFTEN, BUT WE DON'T ALWAYS TALK ABOUT THE GOOD THINGS AND I THINK SOMETIMES WHEN WE REALLY FOCALIZE THE GOOD THINGS, IT MAKES PEOPLE -- WHEN WE VOCALIZE THE GOOD THINGS, IT MAKES PEOPLE WANT TO DO THINGS. THIS IS AN ANALOGY THAT DR. PHIL TALKED ABOUT. IF YOU KEEP TELLING SOMEONE THEY'RE FAT, IT JUST MAKE ITS WORSE. BUT IF YOU START GIVING THEM POSITIVE FEEDBACK, THEN IT WORKS A LOT BETTER, AND THEY TAKE A LITTLE BIT MORE PRIDE IN THEMSELVES, AND WHATEVER. SO IT'S JUST THAT KIND OF CONCEPT.

COMMISSIONER TERAN: I ALL JUST CALL PEOPLE PLEASANTLY UMBILICAL CORD PLUMP.

PRESIDENT NEAL: I WAS JUST QUOTING DR. PHIL. [LAUGHING]

OKAY. COMMUNITY SERVICES BASICALLY, WHAT WE ALREADY TALKED ABOUT, WHICH WAS THE MALL. I HAVEN'T HAD ANY OTHER COMMUNITY SERVICE COMPLAINTS, OTHER THAN THAT SO I'M GOING TO MOVE DOWN TO ITEM NUMBER 14. THERE'S SOME GUY BY THE NAME OF CHIP HAZEN. ANYBODY HEARD OF HIM BEFORE?

Chip Hazen: (SHAKING HEAD).

PRESIDENT NEAL: WELL, HE'S ON OUR AGENDA NEXT. YOU'VE BEEN MISSING IN ACTION FOR A WHILE. GOOD TO SEE YOU.

Chip Hazen: I SENT MY INTERN.

PRESIDENT NEAL: THAT WAS MAYBE THREE, FOUR MONTHS AGO, THAT WE SAW YOUR INTERN.

Chip Hazen: L HE HAS NOW GRADUATED SO HE'S NO LONGER AN INTERN.

PRESIDENT NEAL: WELL, I'LL NOT COMMENT ON THAT.

BUT IT'S BETTER TO SEE YOU.

Chip Hazen: HI. GOOD AFTERNOON. CAN YOU HEAR ME NOW?

[LAUGHTER]

PRESIDENT NEAL: WAS THAT YOUR COMMERCIAL?

Chip Hazen: YES. YES. IT'S MORE LIKE CAN YOU -- NEVER MIND. I'VE BEEN SITTING AROUND, DOING NOTHING, JUST SITTING ON MY BIG, FAT, INTERIOR POSTERIOR REGION, DOING NOTHING FOR THE LAST SIX MONTHS.

PRESIDENT NEAL: THAT'S WHAT YOUR INTERN SAID. CHECK-UP SO I JUST WANTED TO REITERATE THAT, AND THAT'S THE END OF MY REPORT. THANK YOU VERY MUCH.

[LAUGHTER]

PRESIDENT NEAL: THAT'S WHY WE MISS YOU, CHIP.

Chip Hazen: BUT THE COMEDY SPECIAL TIME IS RIGHT NOW.

METRO, HAS BEEN SUED, AS YOU MAY BE AWARE. LIKE IT NEVER HAPPENS.

PRESIDENT NEAL: GEE.

Chip Hazen: WE DID SETTLE A LAWSUIT, FROM FIVE PEOPLE, WHO WERE WHEELCHAIR USERS, AND THE 5 PEOPLE ALL WERE COMPLAINING THAT WE DID NOT SECURE THEIR WHEELCHAIR WHEN THEY REQUESTED SO WE SETTLED. THERE'S 27 POINTS TO THE LAWSUIT SETTLEMENT AND ONE OF THE MAJOR IMPACTS THAT IT HAS, THAT THE A.D.A. UNIT WILL NOW BE REPORTING TO THE OFFICE OF THE C.E.O. ACTUALLY, WE'RE GOING TO HAVE A UNIT, SHE CALL

WOULD THE OFFICE -- IT'LL BE THE OFFICE OF THE CIVIL RIGHTS, AND THERE WILL BE A DIRECTOR, AND THE DIRECTOR WILL HAVE THE RESPONSIBILITY OVER A.D.A. RIGHTS, IDENTIFYING AREAS THAT NEED TO BE IMPROVED AND WORKING WITH THOSE DEPARTMENTS TO ELIMINATE THE, TO COMPLY WITH WHAT THE REQUIREMENTS ARE. ALSO, TITLE VI, WHICH IS A CIVIL RIGHTS LAW, IT'S BEEN AROUND SINCE THE 60'S, AND WE HAD NO COORDINATOR. WE HAD SEVERAL DEPARTMENTS THAT DO IT THROUGHOUT THE AGENCY, BUT NO ONE PERSON THAT COORDINATES IT. SO IN A CALTRANS AUDIT, RECENTLY, THEY SAID THAT WE NEEDED TO HAVE A CENTRAL LOCATION. SO IN THE OFFICE OF CIVIL RIGHTS, WILL BE TITLE VI, AS WELL AS EEO. SO UNDER THE A.D.A. PORTION, WE'LL BE EXPANDING A LITTLE BIT. THERE WILL BE TWO A.D.A. COMPLIANCE OFFICERS OR TWO A.D.A. COMPLIANCE ADMINISTRATORS. THE ADMINISTRATOR'S RESPONSIBILITY WILL BE PRETTY MUCH WHAT I'M DOING RIGHT NOW, AS FAR AS WORK WEALTH COMMUNITY, ANSWERING QUESTIONS, COMING TO THIS MEETING AND BORING YOU ALL TO DEATH. AND HANDLING COMPLAINTS, RESEARCHING COMPLAINTS, THERE WILL BE A DIFFERENT WAY THAT THE COMPLAINTS ARE HANDLED, SHOULD THEY BE HANDLED BY THE DEPARTMENT. ALL OF THE CONSTRUCTION THAT WE'RE GOING TO BE DOING, AS YOU KNOW, MEASURE R PASSED A COUPLE YEARS. MEASURE R REQUIRES THAT WE DO 12 PROJECTS AND 8 OF THOSE ARE REAL PROJECTS. THE OTHER FOUR ARE BUS PROJECTS. SO LIKE THE "SUBWAY TO THE SEA" PROJECT, WE'RE INVOLVED WITH DOING THAT RIGHT NOW. THE PRELIMINARY ENGINEERING WORK ON THAT.

ALSO, THE CRENSHAW LINE, WHICH WILL BE, THEY'RE STARTING THE DESIGN CONCEPT OF THAT NOW, THAT WILL RUN FROM THE EXTENSION OF THE EXPO DOWN TO THROUGH LAX AND THEN CONNECT UP WITH THE GREEN LINE. THE EXTENSION OF THE FOOTHILL FREEWAY -- I'M SORRY, THE FOOTHILL GOLD LINE OUT TO AZUSA, AND SEVERAL OTHER PROJECTS AS WELL. THOSE ARE REGIONAL CONNECTOR THAT WILL CONNECT THE BLUE LINE UP TO THE STATION. METRO PURCHASED UNION STATION LAST MONTH, SO WE ARE IN THE PROCESS OF RENOVATING THE STATION OR CHECKING WHAT IT IS WE CAN AND CAN'T DO, BECAUSE IT'S ON THE LIST OF OLD PLACES. HISTORIC.

[LAUGHTER]

HISTORIC PLACES SO WE HAVE TO BE VERY CAREFUL ABOUT WHAT WE CAN AND CAN'T DO, IN ORDER TO BRING IT UP TO A.D.A. COMPLIANCE. WE WILL BE WORKING ON THE RAMPS ON THE SOUTH SIDE, THE RAMPS ON THE NORTH SIDE -- I'M SORRY. THE RAMPS ON THE SOUTH SIDE ARE ACCESSIBLE. THEY MEET THE A.D.A. REQUIREMENTS, AND THE RAMPS ON THE NORTH SIDE DO NOT. THEY'RE THE OLD RAMPS THAT WERE BUILT BACK IN THE 30'S, AND WE HAVE SOMEBODY THAT WE WILL BE -- WE HAVE SOME MONEY THAT WE WILL BE USING TO RENOVATE THOSE TO MEET THE A.D.A. COMPLIANCE. SO THERE'S A FEW OTHER THINGS WE NEED TO DO AROUND UNION STATION, SO THAT LINE WILL COME IN FROM THE BLUE LINE, THE LINE WILL BE EXTENDED UP TO UNION STATION. SO THAT LINE IS ALSO BEING WORKED ON. STEARD COMPLIANCE UNIT WILL BE RESPONSIBLE FOR DOING ALL THOSE DRAWINGS OF ALL THOSE PROJECTS, AND THEN GOING OUT AND INSPECTING TO MAKE SURE THOSE PROJECTS ARE A.D.A. COMPLIANT.

WHY IS IT IMPORTANT? IF YOU LOOK AT THE GOLD LINE-PASADENA SEGMENT, I STARTED ABOUT THREE MONTHS BEFORE THAT SEGMENT CAME OPEN. WHEN I WENT OUT THERE, I FOUND OVER 80 DIFFERENT A.D.A. VIOLATIONS. SO THEY FIX AID VAST MAJORITY OF THEM BUT OF THE 75 THAT THEY FIXED, THEY DID A PRETTY DECENT JOB. ALSO, WE'LL BE ADDING IN THE BUDGET FOR

THIS COMING YEAR, WE REQUEST THAT WOULD WE ADD 6 MORE ELEVATORS TO STATIONS, PRIMARY ON THE RED LINE, THAT ONLY HAVE ONE ELEVATOR. SO IF YOU CAME IN ON THE RED LINE, YOU'LL NOTICE THAT THE ESCALATOR OVER HERE AT THE STATION, THERE'S ONE EFFECTS LATER THAT'S NOT WORKING. WE'RE REPLACING ALL FOUR ESCALATORS, BETWEEN THE TWO ENTRANCES FOR CIVIC CENTER. AND WE'RE GOING TO BE PLACING ONE ON EACH SIDE RIGHT NOW. THERE WILL BE ALSO, ADDING AN ELEVATOR AT THE OTHER END OF THE CIVIC CENTER STATION. SO ANY STATION PERSHING SQUARE ONLY HAS ONE ELEVATOR, SO WE'LL BE ADDING AN ELEVATOR DOWN THERE AS WELL. ACTUALLY, WE HAVE TO ADD TWO ELEVATORS. FROM THE STREET DOWN TO THE MEZZANINE, AND ONE FROM THE MEZZANINE DOWN. SO YES, WE'LL DO THAT. SO THERE WILL ALSO BE A PERSON THAT'S RESPONSIBLE FOR COLLECTING ALL THE DATA ONE OF THE THINGS THAT THE LAWSUIT SETTLEMENTS, THAT WE NEED TO LOOK AT DATA, AND POST SOME OF OUR DATA ON OUR WEBSITE. TALKING ABOUT WHAT AREAS THAT METRO'S IN COMPLIANCE WITH, AND WHAT AREAS WE ARE NOT. AND HOW WE'RE DOING ON SIMPLE THINGS, AS AN EXAMPLE, CALLING OUT STOPS, WITH OUR MYSTERY RIDER PROGRAM, LAST MONTH. THE BEST THAT WE HAD EVER HAD IN THAT 99%. IT SURPRISED ME, TOO. IT WAS 95% FOR THE LAST FOUR, FIVE MONTHS. I THINK THEY'RE STARTING TO UNDERSTAND SOME OF T. BUT THERE ARE OTHER THINGS THAT FELL OFF. SO WE HAVE TO GET BACK ON THOSE.

SO THIS PERSON WILL BE COLLECTING THE DATA, AND PUTTING IT INTO A FORMAT SO WE CAN LOOK AT IT TO SEE IF METRO HAS A PATTERN OR THE OPERATORS HAVE, OR OPERATORS HAVE, TO ENSURE WE ARE COMPLIANT WITH WHAT THE A.D.A. SAYS. THEN WE'LL HAVE ONE PERSON FROM THE OUR OPERATIONS, THAT ASSIGNED OVER TO THE A.D.A. UNIT AND THAT PERSON'S RESPONSIBILITY WILL BE THE WHEELCHAIR SECUREMENT GURU. FOR LACK OF A BETTER TERM. THAT PERSON WOULD KNOW HOW TO SECURE ALMOST EVERY WHEELCHAIR THAT WE HAVE, THAT'S IN OUR SERVICE AREA. SO THEY WOULD TRAIN OPERATORS, THEY WOULD ALSO GO AROUND AND WORK WITH PEOPLE IN WHEELCHAIRS SO THEY UNDERSTAND WHY THEY HAVE TO BE SECURED. OUR BUS OPERATORS, ESTIMATE ABOUT 90% OF THE PEOPLE WHO RIDE, DO NOT WANT TO BE SECURED. AND WE HAD 62,000 BOARDINGS LAST MONTH. SO THAT'S A LOT OF PEOPLE THAT JUST DON'T WANT TO BE SECURED. SO WE HAVE OUR JOB CUT OUT FOR THAT, AS WELL. THE LAWSUIT DOES SAY, THAT WE ARE TO START TO SECURE THE WHEELCHAIR. IT DOESN'T SITE WHEELCHAIRS MUST BE SECURED BUT THEY MUST SECURED, ONLY UNLESS THE PERSON SAYS NO. RIGHT NOW, OUR POLICY IS WE ASK THE PERSON IF THEY WISH TO BE SECURED AND THEY CAN SAY NO OR YES, EITHER WAY. NOW, THE OPERATOR IS GOING TO HAVE TO GET UP OUT OF THEIR SEAT, GO BACK AND SECURE THE WHEELCHAIR AND THE PERSON CAN SAY NO. IT'S A LITTLE BIT DIFFER. NOT MUCH, BUT A LITTLE BIT DIFFERENT.

SO THAT'S BASICALLY T. THERE'S A WHOLE BUNCH OF THINGS THAT GOES INTO IT, INTO ALL OF THAT, BUT THAT'S THE BASIC PART.

PRESIDENT NEAL: I HAVE TWO COMMENTS. ONE IS SAFETY ON THE BUS. I THINK THEY PUT SOME THINGS IN THE NEWS. I DON'T NEED TO GO FLEW THE WHOLE THING, BECAUSE I KNOW IT'S NOT YOUR FAULT OR ANYTHING. I'M JUST CONCERNED AND I'VE ALWAYS BEEN CONCERNED ABOUT SAFETY OF PEOPLE OAT BUS, THE SITUATION WAS WITH THE MINOR CHILD THAT WAS INAPPROPRIATELY TOUCHED ON THE BUS, AND THEY HAD TROUBLE CATCHING THE GUY. SO I'M HOPING THEY CATCH THE GUY SO ALL OF US ARE SAFE. AND MY OTHER COMMENT

IS FOR THE RECORD, IS I OBJECT TO THIS CRENSHAW LINE BECAUSE ANYBODY THAT HAS LIVED IN LOS ANGELES, FOR A LONG PERIOD OF TIME, WHEN THERE WAS NO 101 FREEWAY, WHEN THERE WAS NO 10 FREEWAY. WHEN THEY PUT THOSE FREEWAYS IN, WHAT IT DID TO THE NEIGHBORHOOD, THAT'S WHY I OBJECT. I THINK CRENSHAW IS GOING TO DIE, ONCE THEY PUT THAT IN THERE. SOME PARTS OF IT ARE GOING TO GO UNDERGROUND, AND I KNOW THIS WAS NOT YOUR IDEA, AND THIS WAS IN PLANNING SO I'M NOT PICKING OUR. I'M PICKING ON THE IDEA. I THINK THEY'RE GOING TO DESTROY THE CRENSHAW CORRIDOR WITH THIS STUFF AND TO ME, IT'S REALLY STUPID BECAUSE THERE'S SOMETHING CALLED THE BALDWIN HILLS EARTHQUAKE FAULT THAT RUNS THROUGH THERE. SO I THINK IT'S REALLY DUMB TO HAVE UNDERGROUND RAILWAY, WHERE THERE'S AN EARTHQUAKE FAULT. SO THAT'S WHAT I HAVE TO SAY. AND WATCH AND SEE WHAT HAPPENS. I THINK IT'S ALSO GOING TO AFFECT PROPERTY VALUE IN WINDSOR HILLS, BALDWIN PARK, AND WHAT IS CONSIDERED TO BE THE BLACK BALDWIN HILLS SO I OBJECT. THANK YOU.

Chip Hazen: IT'S INTERESTING, BECAUSE THE EAST L.A. -- NOT THE EAST L.A., BUT THE PASADENA SECTION OF THE GOLD LINE, WHEN THEY PUT THAT IN, THEY SAID THE SAME THING. THE FIRST DAY IT HAPPENED OPENED, SOMEBODY PUT THEIR HOUSE UP FOR SALE, AND IT WAS \$20,000 MORE THAN WHAT IT WAS WORTH. THAT'S PASS DEAN A. THIS HAS NOW BECOME THE INNER CITY, WHICH IS IN AND OF ITSELF, IMPACTS PROPERTY VALUE BECAUSE THERE'S MANSIONS. ON THAT HILL.

Chip Hazen: GENERALLY IT ISN'T EVERY PLACE.

PRESIDENT NEAL: NO. EVERY PLACE IS NOT. BUT GO AHEAD.

COMMISSIONER TERAN: HI, CHIP. THAT SUIT THAT YOU HAD. WHEN WAS THAT? THE DATE. OR AROUND.

Chip Hazen: I HONESTLY DON'T KNOW WHEN THEY APPLIED IT, BUT THE JUDGE SIGNED THE ORDER LAST MONTH.

COMMISSIONER TERAN: OKAY.

Chip Hazen: WHICH IS HOW I CAN COME TALK TO YOU ABOUT IT. PREVIOUSLY, I GUESS TALK TO YOU ABOUT IT.

COMMISSIONER TERAN: MAYBE SOMEONE TALKED TO THE DRIVERS AND ASKED THEM TO BE MORE CAREFUL.

Chip Hazen: NO. WE JUST TELL THEM, KEEP DOING EVERYTHING WRONG THAT YOU'RE DOING RIGHT NOW. AND EVERYTHING IS FINE.

COMMISSIONER TERAN: [LAUGHING]

Chip Hazen: NO. PART OF THE SETTLEMENT, IS THAT WE DO ADDITIONAL TRAINING. WE JUST SPENT THIS LAST SUMMER, IN THE LAST TWO YEARS, OVER \$3 MILLION IN TRAINING, JUST ON A.D.A. ISSUES. WE DEVELOPED A TRAINING CLASS, CALLED A.D.A. TRAINING. IT'S THE BASICS SO THAT WAY, YOU HAD A PERSON, NOW YOU CAN TAKE IT AND GO SOMEWHERE WITH IT BECAUSE THEY REALLY DIDN'T KNOW WHAT A.D.A. WAS BEFORE. THIS IS WHAT OUR PRESUMPTION WAS, AND NOW, WE UNDERSTAND IT, SO WE ALL HAVE A BASE KNOWLEDGE OF WHERE TO START FROM. SO AS AN EXAMPLE, THIS COMING YEAR, RIGHT NOW, AS A MATTER OF FACT, THEY'RE FINISHING UP A TRAINING COURSE ON SENSITIVITY, WHICH I THINK I TALKED ABOUT LAST TIME WHEN I WAS HERE. WE TAKE 18 OF OUR OPERATORS AND 9 OF OUR ADVISORY COMMITTEE MEMBERS, IN THREE DIFFERENT SESSIONS, AND THEY TALK BACK AND FORTH ABOUT WHAT THE ISSUES ARE BETWEEN THE DIFFERENT SIDES, AND THERE'S A LOT OF LEARNING. THE OPERATOR'S GOT AN IDEA TO SEE WHAT IT'S LIKE FROM THE DISABLED STANDPOINT AND THE DISABLED PERSON, HAS AN IDEA OF

WHAT IT'S LIKE FROM THE OPERATOR'S STANDPOINT, SO IT WAS A VERY GOOD EXCHANGE. IN FACT, WE'RE PROBABLY GOING TO TAKE IT OUT AND TAKE IT OUT ON THE ROADS. BUT WE'RE GOING TO TAKE AN HOUR OF THE 6-HOUR TAPE, CONDENSE IT, AND GET A TWO-HOUR TRAINING CLASS ON SENSITIVITY, TALKING ABOUT EXPANDING ON WHAT IT IS THAT WAS TALKED ABOUT ON THE TAPE. SOY EXAMPLE IT COULD BE DIVIDED INTO 4 DIFFERENT SECTIONS AND THEY TALK ABOUT THOSE FOUR DIFFERENT SECTIONS, AND THE WHOLE TRAINING COURSE IS TWO HOURS.

COMMISSIONER TERAN: HOW ABOUT IF IT'S POSSIBLE, SENSITIVITY SHOULD BE EVERYONE'S CONCERN. AND FOR WHATEVER THE REASON, THERE ARE PEOPLE WHO STILL DON'T GET IT.

I'M NOT JUST TALKING ABOUT THE BUS DRIVERS. COULD IT BE POSSIBLE MAYBE FOR YOUR COMPANY, COMES HUGE, TO, ON A REGULAR BASE, PUT THIS ON TV, AND THE RADIO, WHERE PEOPLE, YOU KNOW, USUALLY LISTEN ONCE IN A WHILE, AND AT A TIME WHEN PEOPLE ARE WATCHING TV OR LISTENING TO THE OOH KIND OF IN A SHORT MESSAGE SAY, WOULDN'T IT BE NICE F WE ALL LOOKED AT EACH OTHER, YOU KNOW, JUST A SHORT MESSAGE. I KNOW IT MIGHT BE DIFFICULT, BUT IN TWO OR THREE LANGUAGES, OR THE LANGUAGES THAT ARE MOSTLY SPOKEN IN THAT CITY OR STATE. WHAT DO YOU THINK?

Chip Hazen: WELL, IF YOU REMEMBER LAST TIME I TALKED ABOUT A VIDEO, A 28-SECOND VIDEO, AND WANE WASESEL WAS ONE OF OUR EMPLOYEES, AND WAYNE IS A WHEELCHAIR USER, HE USED TO BE A BUS OPERATOR IN A PRIVATE CAR. HE WAS INJURED AND LOSS THE USE OF HIS LEGS. HE DID A 28 SECOND VIDEO, ASKING PEOPLE TO GIVE UP YOUR SEAT FOR PEOPLE WITH DISABILITIES AND IT PANS BACK AND HE TURNS THE WHEELCHAIR AROUND AND ROLLS AWAY. THAT WAS GIVEN ON OUR -- AND ROLLS AWAY. THAT WENT OUT, SEVERAL TIMES A DAY ON TRANSIT T.V.

IT DID HAVE SOME VERY POSITIVE IMPACT, BECAUSE PEOPLE HAVE ACTUALLY TOLD ME, THAT NOTICE PEOPLE ARE STANDING BACK AND WAITING FOR THEM. WE STILL HAVE THE PEOPLE THE LAWS A LIKE TO PUSH PEOPLE WITH DISABILITIES OUT OF THE WAY. THEY'LL TAKE THEM PHYSICALLY AND PUSH THE WHEELCHAIR BACK.

PRESIDENT NEAL: THERE'S ALWAYS GOING TO BE PEOPLE LIKE THAT PUSH US OUT OF THE WAY.

COMMISSIONER TERAN: THE OTHER ONE, IF I MAY, YOU SAID THAT IF THE PERSON IN THE WHEELCHAIR SAYS NO, THEY DON'T HAVE TO BE SECURED? IS THAT CORRECT? SO DELIVER, IF SOMETHING HAPPENS TO THAT PERSON, IT'S ON THEM. AT A CAN'T SUE YOU, RIGHT?

Chip Hazen: THEY CAN STILL SUE US AND THEY STILL DO, AND THEY CAN JUST CLAIM THAT WELL, I NEVER SAID THAT. SO THAT'S SOMETHING THAT'S A COURT LEGAL ISSUE THEY CAN'T REALLY INCREASE.

PRESIDENT NEAL: RIGHT. WE HAVE BEEN OVER THIS SEVERAL TIMES. IT'S STUPID TO GET ON THE BUS, AND NOT WANT TO BE SECURED. IT'S LIKE GETTING IN A CAR, AND NOT WEARING YOUR SEATBELT. BUT THERE ARE SOME PEOPLE THAT ARE STUPID.

COMMISSIONER TERAN: CAN YOU DO ANYTHING ABOUT THAT. CAN YOU JUST KIND OF SAY, I'M SORRY. BUT IT IS FOR YOUR SAFETY.

Chip Hazen: THE TRANSIT OPERATIONS SUPERVISOR WILL BE GOING OUT AND TALKING TO PEOPLE IN WHEELCHAIRS, EXPLAINING TO THEM THIS, WHY IT'S IMPORTANT FOR THEM TO BE SECURED. AND WE HAVE A VA, USING

DIFFERENT WHEELCHAIRS, WITH A DUMMY AND WHAT HAPPENS TO THAT DUMMY IN THE WHEELCHAIR IF IT'S NOT SECURED.

PRESIDENT NEAL: I'M THINKING ON KNOW WIFE HER IDEAS ABOUT DOING THE PSA AND STUFF, TO ME, THAT WOULD BE A REALLY GOOD ONE. LIKE, HOW THEY HAVE THE CRASH TEST DUMMIES. PUT ONE IN A WHEELCHAIR.

Chip Hazen: (NODDING HEAD).

PRESIDENT NEAL: I THINK THAT MAKES A POINT.

COMMISSIONER TERAN: YEAH, JANET, BECAUSE WHEN IT'S ONTO, AND THEY SHOW THAT, EVEN IF IT'S 1 PERCENT TO PEOPLE.

PRESIDENT NEAL: THAT'S WHY I SAID IT. THANK YOU.

COMMISSIONER JAMES: CHIP, I HAD ONE QUESTION. FOR THE LONG BEACH, THE BLUE LINE, HOW DO THEY PLAN TO DO THE CONSTRUCTION. WILL IT BE UNDER THE SURFACE OR ON SURFACE STREETS?

Chip Hazen: OH. THE REGIONAL CONNECTOR WILL BE UNDERGROUND. IT'LL GO TO LITTLE TOKYO STATION, WHICH THEY WILL PUT UNDERGROUND AS WELL AND THEN IT WILL GO INTO UNION STATION. SO ALONG THE SAME LEVEL AS WHAT THE RED LINE IS. I'M NOT SURE EXACTLY. THEY HAVEN'T QUITE DESIGNED ALL OF IT.

PRESIDENT NEAL: I HAVE A PUBLIC COMMENT FROM MR. GARCIA. THIS IS ON ITEM 14? YES?

DANIEL GARCIA: THE IDEA THAT, YOU KNOW, HAVING A TV ON THE BUS LINE IT SEEMS TO ME, IT SHOULD BE MORE OFTEN, WE NEED TO REMIND PEOPLE ABOUT THE IMPACT AND SECUREMENT, AND I THINK YOU CAN DO IT. YOU CAN DO IT ON THE PUBLIC TV, YOU CAN DO IT PERFECTLY WELL ON T.V.

YOU CAN PROMOTE THIS AND THIS WORKS. THERE'S NO EXCUSE.

PRESIDENT NEAL: BECAUSE THEY WOULD KNOW.

DANIEL GARCIA: THE CITY AND COUNTY. THANK YOU.

PRESIDENT NEAL: IF YOU DECIDE TO DO THOSE PSA'S, YOU MIGHT WANT TO ALSO INCLUDE THAT THERE ARE PEOPLE WITH HIDDEN DISABILITIES THAT RIDE THE BUSS AND THERE ARE SEATS DESIGNATED OR CONNECT ME. ARE THERE STILL SEATS DESIGNATED?

Chip Hazen: YES, AND WE'RE GOING TO BE CHANGING THOSE UPON SIGN SAYS BECAUSE THEY DON'T DO ENOUGH. PEOPLE DON'T REALLY COMPLY WITH THEM.

PRESIDENT NEAL: CORRECT. THAT'S WHY I'M SUGGESTING IF YOU DO THIS AND PUT IT ALTOGETHER IN ONE. AND SAVE SOME MONEY. DO ONE.

Chip Hazen: WELL, THE PROBLEM COMES, 30 SECONDS COSTS US \$5,000.

AUDIENCE MEMBER: CAN I SAY SOMETHING? THERE'S A REASON ABOUT THIS.

PRESIDENT NEAL: OKAY. ONE AT A TIME. SO OKAY. \$5,000. SO THAT MEANS HOW MANY BOXES OF SOMETHING YOU NEED TO SELL, IN ORDER TO COME UP WITH IT. BECAUSE I THINK IT WOULD REALLY HELP.

AUDIENCE MEMBER: I'VE BEEN ON THE BUS LINE MOST OF THE TIME, I'VE RODE THE BUS A FEW TIMES. I RODE THE MONTEBELLO BUS, AND I GUESS THE METRO BUS LINE, THE ONE THAT GOES DOWN WHITTIER BOULEVARD AND THE BUS DRIVERS HAVE BEEN REALLY NICE TO ME, FOR REALS, BUT THE PEOPLE THAT HAVE BEEN ON THE BUS, HAVE MADE THE COMMENT LIKE, WHY IS HE SO SPECIAL? THAT COMMENT HAS BEEN MADE.

PRESIDENT NEAL: OKAY. WE NEED YOU TO FILL OUT A COMMENT CARD TO MAKE COMMENT ON THIS ONE. OKAY. THANK YOU.

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OKAY. GOT TO GO BACK TO THE TOP OF OUR AGENDA, WE NOW HAVE A QUORUM, SO WE!

CAN DO THIS VOTING AND GET THIS OUT OF THE WAY, AND WE'LL COME BACK. OKAY. FIRST, ITEM NUMBER 1.1. APPROVAL OF MINUTES FROM THE MEETING OF APRIL 20, 2011. IS THERE A MOTION? 2011 I HAVE A CORRECTION, ON ITEM 2. -- ITEM 3, AD HOC COMMITTEE, IT SAYS "COMMISSIONER WELER IS 2ND DISTRICT." I REPRESENT 3RD DISTRICT.

PRESIDENT NEAL: OKAY. THANK YOU. ANYTHING ELSE ON THE MINUTES? IS THERE A MOTION TO APPROVE?

COMMISSIONER JAMES: MOVE 2011 SECOND.

PRESIDENT NEAL: MOTION AND SECOND. LET SAY.

[AYES]

OPPOSED? ABSTENTIONS?

COMMISSIONER TROOST: I ABSTAIN.

PRESIDENT NEAL: WELL, YOU HAVE A LOT OF NERVE. I'M JUST I KIDDING. I'M JUST KIDDING, JOHN. [LAUGHING]. I HAD TO LIGHTEN IT UP A LITTLE BIT. ITEM NUMBER 2. DISCUSSION AND APPROVAL TO PURCHASE REFRESHMENTS FOR THE INSTALLATION CEREMONY ON WEDNESDAY, JULY 2012, IN THE AMOUNT NOT TO EXCEED \$3000.

COMMISSIONER TROOST: I'LL MOTION.

PRESIDENT NEAL: AND SECOND. ALL THOSE IN FAVOR, SAY "AYE."

[AYES]

OPPOSED? ANY ABSTENTION SO MOVED.

RECOMMENDATION. ITEM 3, TO APPROVE THE PURCHASE OF PROMOTIONAL ITEM, FOR THE COMMISSION, IN THE AMOUNT NOT TO EXCEED \$2,000. IS THERE A MOTION 2011 SO MOVED.

COMMISSIONER JAMES: SECOND.

PRESIDENT NEAL: OKAY. ALL THOSE IN FAVOR, SAY "AYE."

[AYES]

OPPOSED? ABSTENTIONS.

COMMISSIONER TERAN: CAN I ASK A QUESTION ABOUT NUMBER 3?

PRESIDENT NEAL: YEP.

COMMISSIONER TERAN: WHAT ARE THE ITEMS THAT THE PROMOTIONAL ITEMS? THE SAME ONES THAT WE DID BEFORE. WE NEED TO REORDER SOME PENS.

>> CLERK: ALSO SOME GOODIE BAGS FOR THE LUNCHEON THE EVENTS COMMITTEE HAS BEEN DISCUSSING, IN RELATION TO AN EMERGENCY, A FLASHLIGHT OR THAT KIND OF AN ITEM.

PRESIDENT NEAL: DISCUSSION AND APPROVAL TO SEND A LETTER OF CONCERN. DID WE VOTE ON THAT? I'M SORRY. WE HAD A MOTION AND A SECOND AND ALL THOSE IN FAVOR, SAY "AYE."

[AYES]

OPPOSED? ABSTENTIONS? OKAY. THANK YOU.

INCOME NUMBER 4, DISCUSSION AND APPROVAL TO SEND A LETTER OF CONCERN TO THE METRO LINK BOARD OF DIRECTOR, RECOMMENDING VISUAL ANNOUNCEMENT ON THE METRO LYNX FOR HEARING-IMPAIRED RIDERS. DO I HAVE A MOTION 2011 SO MOVED.

COMMISSIONER JAMES: SECOND.

PRESIDENT NEAL: OKAY. ALL THOSE IN FAVOR, SAY "AYE."

[AYES]

OPPOSED? THANK YOU.

ITEM NUMBER 5.

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DO I HAVE A MOTION?

COMMISSIONER TERAN: I MAKES THE MOTION. 2011 SECOND.

PRESIDENT NEAL: ALL THOSE IN FAVOR, SAY "AYE."

[AYES]

ANY OPPOSED? NO ABSTENTIONS. THANK YOU.

ITEM 6.

DISCUSSION AND APPROVAL TO SEND A LETTER OF CONCERN TO THE BOARD OF SUPERVISORS SECOND DISTRICT ON LIMIT ACCESS FOR PEOPLE WITH DISABILITIES AT THE BALDWIN HILLS-CRENSHAW PLAZA RENOVATION PROJECT.
IS THERE A MOTION?

COMMISSIONER JAMES: MOTION. 2011 SECOND.

PRESIDENT NEAL: ALL THOSE IN FAVOR, SAY "AYE."

[AYES]

OPPOSED.

QUESTIONS? OKAY. COOL.

OKAY. NOW I'M GOING TO GO BACK TO --

>> CLERK: ITEM 8 FOR COMMISSIONER TOO FAST.

PRESIDENT NEAL: OH, THAT'S RIGHT.

ITEM NUMBER 8 FOR COMMISSIONER TROOST.

COMMISSIONER TROOST: I'M RUNNING FOR PRESIDENT. JANET NEAL IS RUNNING FOR FIRST VICE. JOHN JAMES IS RUNNING FOR SECOND VICE AND KECIA WELLER IS RUNNING FOR TREASURER. DO I HEAR ANY OTHER NOMINATIONS? OKAY. THE NOMINATIONS ARE NOW CLOSED AND THE NEXT ONE WILL BE IN JUNE.

>> CLERK: DO A MOTION TO ACCEPT THE SLATE THAT YOU ANNOUNCED.

PRESIDENT NEAL: MOTION TO ACCEPT THE SLATE.

COMMISSIONER TROOST: AND DO I HEAR A MOTION TO ACCEPT THE SLATE
WE'LL SO MOVED.

PRESIDENT NEAL: SECOND.

COMMISSIONER TROOST: A LOT SAY.

[AYES]

OPPOSED?

PRESIDENT NEAL: COOL. THANK YOU VERY MUCH.

NOW, ITEM 15. WHILE MS. GO GRIEVE IS MAKING HER WAY TO THE STAGE, I'M GOING TO OFFER AN APOLOGY TO YOU. I PROMISED TO BRING YOU A PICTURE OF MY RACE CAR AND I FORGOT IT. I WILL GET IT TO YOU. I HAVE A BOSS 351 IF ANYBODY'S INTERESTED.

AUDIENCE MEMBER: WHAT YEAR IS IT?

PRESIDENT NEAL: '71. CLEVELAND BLACK ENGINE HERSHIFTER.

>> MS. GO GRIEVE: WELL, I'LL BE HERE NEXT MONTH.

AUDIENCE MEMBER: HAVE A PICTURE OF A FAST BACK, BUT I'M NOT SURE OF THE ENGINE. BUT IT'S WHITE. IT'S BEFORE THEN., I GUESS '67.

PRESIDENT NEAL: MUST ANG.

AUDIENCE MEMBER: YEAH. IT'S SOMETHING.

>> GOOD AFTERNOON COMMISSIONERS AND PRESIDENT NEAL. I WANT TO UPDATE YOU ON A COUPLE THINGS THAT WENT ON IN APRIL. THE FIRST ONE IS THE ABILITIES EXPO. WE HAD A TABLE, WE HAD A BOOTH THAT WE SHARED WITH METRO AND THERE WERE, WE HAD SEVERAL OF US THERE THAT WERE THERE, TRYING TO, WHILE WE WERE PROMOTING A.D.A. ACCESSIBLE ROUTE, FIXED TRANSPORTATION, AND ACCESS PARATRANSIT SERVICES AS WELL, AND WE HAD A LOT OF VISITORS THAT ATTENDED, THAT STOPPED BY AND ACTUALLY HAD THEIR

WHEELCHAIRS. WE DID A WHEELCHAIR EVALUATION AS WELL AND WE HAD ABOUT 3 OR FOUR STAFF PEOPLE FROM ELIGIBILITY CENTER, AND WHAT THEY WERE DOING WAS INSTALLING THE SAFETY STRAPS AND TIE-DOWN MARK ACCIDENT ON THE WHEELCHAIR, WE DID ABOUT 59 OF THEM IN THREE DAYS BECAUSE WE WERE THERE FROM APRIL 15-17. SO IT WAS VERY SUCCESSFUL AND WE WERE VERY HAPPY TO WORK WITH METRO THIS AND LOOKING FORWARD TO WORKING ON THIS NEXT YEAR WITH THEM AND HAVING A BIGGER SPACE TO ALLOW FOR MORE WHEELCHAIR PARTICIPANTS TO COME BY, AND HAVE THEIR WHEELCHAIRS TIED WITH THE TIE-DOWNS AND THE MARKINGS AS WELL. SO THANKS TO CHIP. THANK YOU, CHIP FOR ALLOWING US TO PARTICIPATE IN THAT EVENT.

ALSO, I WANTED TO UPDATE YOU ON OUR T.A.P. CARDS. WANT IMPLEMENTATION OF THE T.A.P. CARD SYSTEM IS GOING TO GO INTO EFFECT JULY 1. AT THE END OF JUNE, WE'RE GOING TO PRESENT ALL THE INFORMATION, WE'RE GOING TO GIVE THE FARE BOARD INFORMATION TO THE OPERATORS AND ANY OTHER FLYER INFORMATION THAT THE OPERATORS MAY NEED, SO THAT THEY KNOW WHAT OUR ACCESS T.A.P. CARDS NEED TO LOOK LIKE AND THEY'RE MORE FOR THE PEOPLE WHO ARE UTILIZING THE FREE FARE PROGRAM, SO THAT WE CAN HAVE AN ACCURATE COUNT OF OUR FREE FARE PARTICIPANTS, AS WELL AS KIND OF ELIMINATING THE FRAUD SIDE OF EVERYTHING, BECAUSE THERE'S SO MANY PEOPLE THAT CAN GO DOWN TO DOWNTOWN TO ALAMEDA AND -- I THINK THAT'S ALAMEDA. THE NEXT STOPOVER. A COUPLE STOPS OVER. ANYWAY, THAT CAN GET ACCESS CARDS FOR LIKE, \$25 AND JUST RIDE THE SERVICE FOR FREE. SO WE'RE GOING TO -- AND IT'S VERY EASY TO REPLICATE THE CURRENT CARDS THAT WE HAVE. SO THAT'S WHY --

PRESIDENT NEAL: LET ME SEE. LET ME SEE IF I CAN DO THAT WITH THE CARD.

>> UNFORTUNATELY, IT'S BECOME A PROBLEM AND THIS IS ONE OF THE MAIN REASONS WE'RE MOVE TO THE T.A.P. CARD SYSTEM, AND WE THINK IT'S REALLY GOING TO HELP US, ELIMINATE THAT WHOLE FRAUD SIDE OF T. IT'S ONLY GOING TO BE FOR THE PEOPLE THAT ARE INITIALLY, IT'LL BE FOR THE PEOPLE USING THE FREE FARE PROGRAM BECAUSE THEY CAN RIDE OTHER TRANSIT SYSTEMS FOR FREE, IF THEY HAVE AN ACCESS SERVICES CARD, AND THEN WHEN YOUR ELIGIBILITY EXPIRES, YOU WILL RECEIVE. AS YOUR ELIGIBILITY EXPIRES, YOU'LL RECEIVE THE T.A.P. CARDS. SO THIS IS ALL GOING TO HAPPEN, HOPEFULLY, JULY 1. THAT'S THE TENTATIVE DATE RIGHT NOW IF WE DON'T HAVE ANY PROBLEMS, WITH THE COLOR AND ALL THE DIFFERENT THINGS THAT GO INTO MAKING THE CARDS, IT'LL BE JULY 1. THE OTHER THING I WANTED TO REPORT IS THAT I KNOW MR. [INDISCERNIBLE] HAS BEEN TALKING ANY THIS, THE DESK, THE PHONE TREE COMING INTO OUR CUSTOMER SERVICE AND WE'VE ACTUALLY SEEN SOME SIGNIFICANT DECREASES IN OUR CALLS COMING INTO CUSTOMER SERVICE. WE SAW AN 18 PERCENT DECREASE FROM FEBRUARY TO MARCH. MARCH IS ALWAYS ONE OF OUR HEAVIEST MONTHS FOR CALLS AND FOR TRIPS. MARCH AND OCTOBER SEEM TO BE LIKE, SKYROCKET. BUT THE PHONE TREES WILL BE HELPING INITIALLY, WE'LL SEE WE STILL HAVE TO MONITOR IT, AND MAKE SURE THAT IT'S THE SAME TRENDS AND WE'LL BE LOOKING AT THESE TRENDS FROM THIS POINT ON, BUT IT SEEMS TO BE HELPING WITH OUR WHOLE TIMES, AND BRINGING DOWN THE TELEPHONE CALLS.

PRESIDENT NEAL: ARE YOU SURE PEOPLE ARE NOT JUST GETTING LOST, IN YOUR TELEPHONE TREE? BECAUSE THAT HAPPENS VERY OFTEN. SOMETIMES PEOPLE, PEOPLE WITH SHORT ATTENTION SPANS, AND YOU KNOW, YOU TELL THEM FIVE THINGS, AND THEY DON'T REMEMBER AND THEY HANG UP. SO I'M JUST

POSING THAT Q AND HE SINCE YOU KNOW YOUR CLIENTS AND WHEN IT PEAKS, AND IF THERE'S USUALLY A PEAK THERE FOR IT TO DROP QUITE A LOT WHEN, YOU JUST IMPLEMENTED A NEW SYSTEM THAT MAYBE PEOPLE ARE GETTING LOST AND FRUSTRATED IN THAT SYSTEM, BECAUSE I KNOW, I HAVE A LITTLE BIT LESS THAN AVERAGE ATTENTION SPAN AND I KNOW LIKE, IF I CALL THE BANKS, SOMETIMES I HAVE TO PLAY THE MESSAGE OVER AGAIN, BECAUSE THERE'S JUST TOO MUCH PROMPTS WHEN, IT'S MORE THAN SAY, THREE, OR FOUR, THEN I CAN'T REMEMBER. SOMETIMES, YOU KNOW, YOU'RE UPSET OR YOU'RE AGGRAVATED OR WHATEVER, AND THAT COMPOUNDS THE PROBLEM. SO I JUST THOUGHT I WOULD MAKE MENTION OF THAT.

>> YEAH, AND THAT'S A GOOD POINT. AND THAT'S ONE OF THE THINGS WE NEED TO LOOK AT AND CONTINUE TO MONITOR THESE TRENDS AND MAKE SURE THESE COMPLAINTS AREN'T RELATED TO THE SAME ISSUE. I KNOW I GET FRUSTRATED WHEN I GET INTO A PHONE TREE.

PRESIDENT NEAL: I GET REALLY AGGRAVATED WITH AT&T. BUT I FOUND OUT HOW TO GET OUT OF THAT. ALL YOU DO IS YOU HIT THE "0" BUTTON 10 TIMES AND SOMEONE PICKS UP THE PHONE. BECAUSE THIS IS AN ISSUE. I ASKED, BECAUSE I KNOW I'M NOT THE ONLY ONE WHO GETS FRUSTRATED SO I ALWAYS ASK. HOW DO I GET OUT. I'M IN THE MIDDLE OF THIS MAZE OF CALLS AND I DON'T REMEMBER THE LAST THING IT'S JUST TOO MUCH INFORMATION TO PROCESS, WHEN I HAVE MY PIECE OF PAPER HERE, THAT I'M TRYING TO MAKE MY POINT. WHEN I GET TO TALK TO SOMEBODY, AND IT JUST GOES ON AND ON FOR 5, 10, 15 MINUTES. SO I JUST THOUGHT I'D MENTION THAT.

>> WE'RE HAVING A SERIES OF COMMUNITY MEETINGS, AND ONE OF THE BIG INFORMATION PIECES WILL BE THE T.A.P. CARD AND GET FEEDBACK ON THAT AND FEEDBACK ON OUR SERVICE IS WHY WE, OF COURSE, HAVE OUR COMMUNITY MEETINGS. BUT THEY STARTED LAST WEEK AND THEY'RE GOING TO GO THROUGH JUNE.

COMMISSIONER TERAN: YEAH, I WANT TO ASK YOU ABOUT THE T.A.P. CARD. SO THIS IS GOING TO BE A NEW CARD? WHEN DO PEOPLE APPLY FOR IT, AND WHEN WILL THEY RECEIVE IT?

>> IF YOU'RE UTILIZING OUR FREE FARE PROGRAM, THERE ARE SEVERAL OPERATORS AROUND THE COUNTY, THAT YOU CAN RIDE THEIR SERVICES FOR FREE, I THINK I'VE BROUGHT A LIST OF THEM HERE ONE TIME. I THINK IT'S ABOUT 20 OF THEM OR SO. IT'S LIKE MONTEBELLO TRANSIT, LONG BEACH TRANSIT, IT'S A NEW ONE, YOU WILL BE ABLE TO UTILIZE AN ACCESS CARD AND RIDE FOR FREE. METRO, METROLINK AND THERE'S JUST A WHOLE HOST OF THEM AND THERE'S A LOT ACCESS RIDERS, THAT INSTEAD OF WANTING TO RIDE ACCESS, THEY'LL RIDE FIXED ROUTE, JUST BECAUSE IT MAY BE A LITTLE MORE CONVENIENT FOR THEM, IT'S A BETTER DAY FOR THEM. IT DOESN'T IN ANY WAY, SHAPE OR FORM, I KNOW, RECRUIT YOU FROM, OR JUST, ONCE YOU LOSE YOUR ELIGIBILITY, YOUR OPTIONS OF RIDING ACCESS. IT'S JUST ANOTHER TRANSIT ALTERNATIVE FOR YOU TO USE FIXED ROUTE. AND SO THE PEOPLE THAT UTILIZE THAT CARD A LOT, THEY'RE THE ONES THAT WERE SAYING, COME IN, YOU NEED EYE R A NEW CAR. AFTER A CERTAIN DATE, THE OPERATORS WILL NOT ALLOW THE REGULAR ACCESS --

PRESIDENT NEAL: LET ME STOP YOU FOR ONE SECOND. SOMEONE HAVE A CELL PHONE ON? IF YOU HAVE A CELL PHONE OWE NEED YOU TOW TURN IT OFF BECAUSE IT CAUSES THE BUZZING IN THE CEILING.

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COMMISSIONER TERAN: WHAT I WAS ASKING YOU IS, WILL THE PERSON NEED A NEW T.A.P. CARD AND WHEN WILL THEY BE ABLE TO GET IT OR RECEIVE IT?

>> OKAY. AND SO IF YOU ARE A PERSON THAT -- IF YOU DON'T USE FIXED ROUTE SERVICE, AND YOU DON'T NEED THE ANEW CARD TO BE ABLE TO RIDE FIXED ROUTE SERVICE, AS YOUR ELIGIBILITY, THAT IS WHEN YOU WILL RECEIVE THE NEW CARD, WHICH WILL BE A T.A.P. CARD.

COMMISSIONER TERAN: SO BY MAIL?

>> WELL, DEPENDING ON IF YOU HAVE, IF YOU'RE ELIGIBILITY, IF YOU HAVE AUTO RENEWAL, IF YOU'RE AN AUTO RENEWAL, YES, YOU'LL RECEIVE IT BY MAIL. BUT IF YOU HAVE TO COME IN, BECAUSE THERE'S STILL A SIGNIFICANT AMOUNT OF OUR RIDERS, THAT AREN'T ON AUTO RENEWAL. THAT WILL HAVE TO COME IN, AND HAVE THEIR PICTURE TAKEN, AND HAVE THE T.A.P. CARD.

COMMISSIONER TERAN: AND YOU ONLY HAVE ONE PLACE, WHERE THEY CAN GO DOWNTOWN, WHERE THE BUILDING IS OR CAN THEY GO TO OTHER LOCATIONS?

>> GIOVANNA: I THINK THERE'S SOME SATELLITES IN. ONE THING I WAS GOING TO SAY ABOUT THAT -- SORRY. I FORGOT.

PRESIDENT NEAL: IT'LL COME BACK TO YOU. COMMISSIONER WELER? WELER IS YES. I HAVE A QUESTION ALSO ABOUT THE T.A.P. CARD. YOU MENTIONED ABOUT DIFFERENT TRANSPORTATION COMPANIES THAT HAVE THE T.A.P. CARD ALREADY AND SO IF SOMEBODY HAS AN ACCESS I.D. CARD ALREADY SO IN ORDER TO GET A T.A.P. CARD, GUYS FOR INTO ONE OF THOSE TRANSPORTATION COMPANIES, FOR EXAMPLE, BIG BLUE BUS OR METRO, AND SHOW THEM YOUR ACCESS I.D. CARD TO THE GOOD T.A.P. CARD?

>> NO. YOU WILL HAVE TO CONTACT ACCESS SERVICES OUR CUSTOMER SERVICE CENTER AND LET THEM KNOW THAT YOU DO UTILIZE THE FREE FARE PROGRAM AND THEY WILL SEND YOU A NEW T. A. P. CARD AND YOU'LL GET IT IN THE MAIL. WELER IS THAT WAY, PEOPLE DO NOT HAVE TO PAY COUPONS ANYMORE?

>> WELL, YEAH, EVENTUALLY, THAT'S WHAT'S GOING TO HAPPEN. IT'S GOING TO BE A VISA CARD AND YOU'RE GOING TO BE ABLE TO PURCHASE YOUR ACCESS COUPONS THROUGH THE VISA CARD. YES. YOU'RE ABSOLUTELY RIGHT. CAN YOU DO THAT. THAT'LL BE POSSIBLE. AND THE OTHER THING I WAS GOING TO SAY, THAT I HAD FORGOTTEN IS THAT -- WELL, THIS ISN'T THE RIGHT TIME, BUT THE VISA LOGO IS GOING TO BE ON THERE. BUT WE'RE ALSO GOING TO BE SUBMITTING POUCHES FOR PEOPLE THAT HIDE THAT IS VISA LOGO AND JUST SHOWS YOU KNOW, THAT IT'S A TAP CARD AND IT SHOWS THEIR PICTURE I.D. SO JUST FOR SECURITY. SO THOSE ARE ALSO GOING TO BE AVAILABLE TO YOU RIDERS THAT UTILIZE FREE FARE AND OR ANY OF THE RIDERS.

COMMISSIONER JAMES: IS THIS ACTUALLY MANUALLY OR GIVEN PER MONTH?

>> THE T.A.P. CARDS ARE GOING TO BE, ONCE WE PHASE OUT OF THE OLD CARDS, THAT'S IT. WE'RE GOING TO THE T.A.P. CARD SYSTEM. EVENTUALLY, WE WILL PHASE OUT OF ALL THE PEOPLE WHO HAVE THE OLD ACCESS CARDS THE WAY WE'RE GOING TO PHASE OUT IS, AS YOU NEED A RENEWAL, YOU'LL RECEIVE A NEW T.A.P. CARD. BUT THE INDIVIDUALS THAT UTILIZE FREE FARE, THE FREE FARE PROGRAM, THEY'RE GOING TO GET THEIRS IMMEDIATELY OR THEY'RE GOING TO GET THEIRS RIGHT AS WE IMPLEMENT THE PROGRAM.

PRESIDENT NEAL: I HAVE ONE FINAL QUESTION. WITH THE ECONOMY BEING THE WE IT IS HAVE YOU FOUND THAT PEOPLE NORMALLY DRIVE ARE APPLYING TO ACCESS SERVICES? THE REASON I SAY IT IS LIKE F YOU'RE OUT OF GAS,

AND YOU'VE GOT TO GO TO THE DOCTOR THAT DAY, AND YOU HAVEN'T APPLIED ACCESS SERVICES AHEAD OF TIME, IS THERE SOME, OR MAYBE I'M SUGGESTING OR ASKING IF THERE'S A WAY THAT THOSE THAT MIGHT USE ACCESS SERVICE ON AN IRREGULAR BASIS, BECAUSE THEY CAN'T AFFORD THE GASOLINE IN THEIR CAR, COULD, YOU KNOW, QUALIFY DURING THE REGULAR PROCEDURE, COULD PARTICIPANT WITH ASSESS SERVICES ON SOME SORT OF A LIMITED BASIS, WHEN THEY'RE UNABLE TO PROVIDE THEIR OWN REGULAR TRANSPORTATION.

>> IF THEY QUALIFY FOR ACCESS SERVICES, DEFINITELY. WE ARE SEEING AN INCREASE, BECAUSE OF THE ECONOMY, IN OUR FREE FARE PROGRAM. THE PARTNERS OR THE DIFFERENT OPERATORS WE PARTNER W THEY CHARGE US, AND IT'S LIKE A FORMULA THAT THEY CHARGE US OR SOME OF THEM CHARGE US FOR, YOU KNOW, EACH PASSENGER, AND WE HAVE SEEN A HUGE INCREASE IN THAT, AND WE'RE ATTRIBUTING THAT TO THE ECONOMY AND PEOPLE NOT WANTING TO DRIVE DR. CARS OR NOT BEING ABLE TO PAY FOR ACCESS, ACCESS SERVICES AND THEY CAN, IF THEY CAN RIDE FIXED ROUTE FOR FREE, THEY'RE DOING THAT AND WE'RE SEEING THAT WE HAVE AN INCREASE IN THOSE CHARGES.

PRESIDENT NEAL: WHO HAS TAXI COUPONS IN THE COUNTY?

>> CITY RIDE, I THINK.

PRESIDENT NEAL: NOPE. THAT'S CITY. HAVE YOU TO LIVE IN THE CITY, IN ORDER TO PARTICIPATE WITH THAT. IT'S OKAY IF YOU DON'T KNOW. IT'S JUST A QUESTION. BECAUSE WE COULD PROBABLY FIND THAT OUT. I KNOW THAT THE CULVER CITY SENIOR CITIZENS CENTER DOES IT THAT DIRECTION. BUT I DON'T KNOW WHO ELSE. MAYBE THAT'S SOMETHING THAT WE CAN CHECK AND SEE IF WE CAN FIND OUT. BECAUSE THAT MIGHT KIND OF BALANCE OFF WHAT YOU'RE TALKING ABOUT, IF YOU CAN DIRECT THEM TOO THE TAXI COUPON.

>> YEAH, WE HAVE A DEPARTMENT, OUR MOBILITY MANAGEMENT DEPARTMENT THAT FOR THOSE APPLICANT THAT IS DO NOT RECEIVE ELIGIBILITY, WE DIRECT THEM TO OUR MOBILITY MANAGEMENT DEPARTMENT, AND FOR WHATEVER AREA THEY'RE IN, THEY GIVE THEM TRANSPORTATION OPTIONS LIKE DIAL-A-RIDE OR WHATEVER IT IS THAT AREA HAS, WE HAVE A DATABASE THAT, YOU HAVE BEEN, THAT WE CAN DIRECT THEM TO OTHER TRANSPORTATION OPTIONS.

PRESIDENT NEAL: MAYBE WITH YOU HELP COMPILE A LIST SORE WHATEVER SO WE CAN HELP GET THAT INFORMATION OUT.

>> WE DEFINITELY HAVE THAT.

COMMISSIONER MUSTELIER: JUST A QUICK COMMENT. MY SON RECEIVED HIS ELIGIBILITY CARD AND WE'RE SO EXCITED, AND I JUST WANTED TO COMMENT, THE WHOLE EXPERIENCE WAS VERY PLEASANT. THE DRIVER YOU KNOW, ACTUALLY TOLD ME TO RELAX, THAT HE HAD MY SON UNDER CONTROL AND STUFF, SO THAT WAS REALLY NICE. NOT TO WORRY AND HE WOULD HANDLE THEM AND HE ADDRESSED HIM VERY PROPERLY, AND IT WAS REALLY A NICE, PRESENT RIDE.

>> THAT'S REALLY GREAT TO HEAR.

PRESIDENT NEAL: WE NEED TO HEAR THE POSITIVE STORIES.

>> YES, DEFINITELY.

PRESIDENT NEAL: MR. GARCIA?

DANIEL GARCIA: OH, MY, OH, MY.

THE ISSUE ABOUT THE T.A.P. CARD FOR ACCESS SERVICES, WHAT ARE YOU GOING TO DO FOR PEOPLE WHO DON'T HAVE HANDS, WHO CANNOT USE THE T.A.P. CARD BUT THEY USE THE CARDHOLDER IN HERE SO THAT DO, THEY CAN PASS IT. BUT THERE'S NO WAY, THERE'S NO WAY, THAT PEOPLE WHO HAVE NO FINGERS OR HANDS TO GO AND T.A.P. IS IT GOING TO BE THE SAME SYSTEM THAT THEY'RE GOING TO USE RIGHT NOW OR NOT? NUMBER ONE.

NUMBER 2. THE ISSUE ON THE METROLINK. HOW ARE THEY GOING TO CHARGE THE PEOPLE WHO USE METRO LINK WHEN METRO LINK DOES NOT HAVE A T.A.P.ING CARD? BECAUSE ACTUALLY WHEN METROLINK COMPLAINED ABOUT NOT HAVING A FARE CHARGE, THAT'S WHERE THEY GET UPSET ABOUT ACCESS SERVICES AND THEY GO BACK AND FORTH. SO FAR, METRO LINK HAS NOT DONE ANYTHING, BUT THEY WILL [INDISCERNIBLE] LATER ON AND THAT'S A CONCERN THAT SHOULD BE ISSUED ABOUT IT. THAT'S ALL. THANK YOU.

PRESIDENT NEAL: THANK YOU FOR HELPING BY FILLING OUT INDIVIDUAL CARDS BECAUSE SEE, THEN I CAN MAKE NOTE ON THE CARD ABOUT YOUR SPECIFIC SUGGESTIONS AND THAT'S HELPFUL. OKAY. THANK YOU.

>> WITH METRO LYNX RIGHT NOW, THE OPERATOR -- WITH METROLINK, RIGHT NOW, THE OPERATOR, HAS A CARD, AND THAT'S HOW THEY COUNT HOW MANY ACCESS SERVICES RIDERS AND THEIR PCAS ARE GOING THROUGH, AND THEY CHARGE US A FORMULA. AND THIS IS WHERE WE'RE HAVING THE BIGGEST AMOUNT OF FRAUD CHARGES, WE THINK, IT'S JUST AMAZING THE INCREASE IN THE AMOUNT OF METROLINK CHARGES WE HAVE HAD IN THE LAST YEAR. SO THIS IS ONE OF THE MAIN REASONS WHY WE ARE INSTITUTING THIS WHOLE T.A.P. CARD PROCESS. AND NO, THEY DON'T HAVE THE TAP CARD SYSTEM, BUT THEY ARE GOING TO DO THE COUNTER FOR THAT.

ONE OTHER THING, I'M CHANGING THE SUBJECT HERE, BUT I ATTENDED THE HEARING ON THE INDEPENDENT LIVING CENTERS BUDGET, THAT WAS AT THE RONALD REGAN BUILDING, AND IT WAS VERY EMOTIONAL FOR ME. I STAYED THE WHOLE TIME AND LISTENED TO EVERY SINGLE PERSON, BECAUSE I WANTED TO SEE IF ANYONE BROUGHT UP ISSUES ON TRANSPORTATION, AND VERY FEW PEOPLE BROUGHT UP ISSUES ON TRANSPORTATION. I THINK IT'S JUST SOMETHING THAT'S NOT GOING TO BE AWARE OF. WE'RE NOT GOING TO KNOW WHAT THE FULL IMPACT IS ON PARATRANSIT, UNTIL WE SEE THE CLOSURES OF THE ADULT DAY HEALTHCARE CENTERS AND WE SEE WHAT'S GOING TO HAPPEN WITH THE INDEPENDENT LIVING CENTERS AND WILL START USING PARATRANSIT. A COUPLE PEOPLE WERE SAYING, WHAT'S GOING TO HAPPEN TO ME, HOW AM I GOING TO GET TO WORK, AND HOW AM I GOING TO DO THIS AND THAT AND THE OTHER, IF THERE'S NOT GOING TO BE ANY TRANSPORTATION WANT SO WE'RE TRYING TO ATTEND EVERYTHING THAT WE CAN AND JUST STAY ON TOP OF ANY ISSUES THAT MAY ARISE CONCERNING THE BUDGET AND HOW IT AFFECTS PARATRANSIT SERVICES. SO IF ANY OF YOU DO HEAR ANYTHING WE SHOULD BE AWARE OF, PLEASE, PASS THAT INFORMATION ON. I KNOW THAT THEY SPOKE ABOUT THE ADULT DAY HEALTHCARE CENTERS, AND THE CLOSURE DATE, THE ANTICIPATED CLOSURE DATE FOR THOSE IS THEY TOLD US, IT WOULD BE AFTER THE FEDERAL GOVERNMENT APPROVES THE BUDGET AND THE PLANS AND IT WOULD BE AFTER THE FIRST OF THE MONTH, AND 60 DAYS AFTER THAT THERE WILL BE COMPLETE CLOSURES OF THOSE CENTERS. THANK YOU. WELER IS WHAT YOU WENT TO WAS THE RONALD REGAN BUILDING, IT WAS THE DDS, DEPARTMENT OF [INDISCERNIBLE] SERVICES HEARING?

>> YES. IT WAS. WELER IS OKAY. THANK YOU FOR THAT HEARING.

PRESIDENT NEAL: OKAY. THANK YOU VERY MUCH.

ITEM NUMBER 16. MR. HAGUEN.

>> MR. HAGUEN:

PRESIDENT NEAL: NICE TO SEE YOU AGAIN.

>> MR. HAGUEN: VERY NICE TO SEE YOU AS WELL. MY APOLOGIZES FOR ARRIVING LATE. BUT LET ME SHARE WITH YOU THE REASON WHY I DID ARRIVE LATE AND THAT WAS A FUNCTION OF ACCESS SERVICES.

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PRESIDENT NEAL: OH, BOY.

>> MR. HAGUEN: ACTUALLY, THIS IS NOTHING OF THAT NATURE, IT WAS, I HAD A MEETING THIS MORNING, AS PART OF THE AD HOC COMMITTEE OF FOUR OF THE BOARD MEMBERS WHO REVIEW THE BUDGET FOR THE FOLLOWING FISCAL YEAR, PRIOR TO -- IT GOING TO THE FULL BOARD. SO I WAS IN EL MONTE ALL MORNING.

PRESIDENT NEAL: BETTER YOU THAN ME.

>> MR. HAGUEN: YES. [LAUGHING] BUT DOLLAR SOME EXCITING THINGS COMING UP. THERE ARE SOME PILOT PROGRAMS COMING UP, NEXT FISCAL YEAR, THAT I THINK ARE GOING TO BE VERY YOU'VE AND EXCITING FOR RIDERS, WITH PARTICULAR SITUATIONS SUCH AS ADULTS WITH CHILDREN, IF THEY NEED TO TRANSPORT CHILDREN AND ALSO, THERE'S A LARGE PROGRAM CALLED ACCESS TO WORK, WHICH IS COMING DOWN IT IS PLANK. THOSE ARE SOME PROGRAMS I'LL BE ABLE TO GIVE YOU MORE INFORMATION ABOUT AFTER THE BUDGET IS APPROVED AND THE BUDGET GOES TO THE BOARD NEXT MONTH IN JUNE.

NOW, I PROVIDED YOU, WITH A RATHER LENTE REPORT. I KNOW SOMETIMES IN THE PAST, YOU JUST PREFER ME TO SUMMARIZE.

PRESIDENT NEAL: YEAH, I WOULD LIKE THAT, AND BEFORE I DO THAT, I WANT TO SAY THANK YOU BECAUSE I THINK THIS IS A VERY GOOD REPORT. IT HAS A LOT OF STUFF. BECAUSE SOME OF THE THINGS I'M CONCERNED ABOUT, ARE RIGHT HERE IN MY FACE. WHICH IS ITEM 2. JUST STUFF LIKE THAT. I JUST THINK THAT, AS OUR REPRESENTATIVE, WE NEED TO KNOW WHAT'S GOING ON.

I UNDERSTAND, THERE ARE SOME THINGS WE DON'T GET DETAILS ALL OF OUR. BECAUSE THERE'S SOME CONFIDENTIALITY ISSUES RELATED TO IT. BUT JUST TO HAVE AN OVERVIEW OF WHAT'S GOING ON. THANK YOU, I REALLY APPRECIATE THAT OF THE.

>> BL* HAGUEN: WITH RESPECT TO ITEM NUMBER 2, WHICH IS THE CLOSED SESSION ITEM, THERE ARE THREE OUTSTANDING CASES RIGHT NOW AND YOU KNOW, THE OFFICIAL WORD IS THAT THERE IS NO REPORTABLE ACTION TAKEN.

PRESIDENT NEAL: SURE.

>> MR. HAGUEN: SO WHEN ANY ACTION IS TAKEN, IS USUALLY WHEN A CASE ENDS UP CLOSING THEN COUNCIL WILL HAVE US REPORT WHAT THE FINAL OUTCOME IS. AND SO BUT I CAN PROVIDE YOU THE FACT THAT THERE ARE THESE THREE CASES.

PRESIDENT NEAL: WHICH IS SUFFICIENT FOR ME, AT THIS POINT IN TIME. AND I UNDERSTAND. LIKE I SAID, THE CONFIDENTIALITY AND SO ON AND SO FORTH, OF ALL THAT, THAT YOU CAN'T DIVULGE OR WHATEVER. BUT THE ACT ITSELF, WILL GET ALL THE INFORMATION. BEFORE YOU GO ANY FURTHER, DOES ANYBODY HAVE ANY QUESTIONS ON THIS PART OF THE REPORT? THEN WE CAN START THERE. LET'S TAKE A SECOND TO KIND OF LOOK IT OVER.

>> MR. HAGUEN: IF YOU GET TO ITEM NUMBER 10, AND YOU NEED TO REFERENCE SOMETHING, REFERENCE IT BY THE PAGE NUMBER.

PRESIDENT NEAL: I HAVE A QUESTION. PAGE 8. BOTTOM OF THE PAGE, APPROVAL TO AMEND THE FUNDING AGREEMENT BETWEEN ACCESS SERVICES AND THE LOS ANGELES COUNTY METROPOLITAN TRANSIT AUTHORITY. AND THEN OVER THE NEXT PAGE, THE COST INCLUDES -- NO. I THINK THAT'S THE WRONG PART. THAT'S NOT WHAT I WANTED. NEVER MIND.

>> MR. HAGUEN: OKAY. I BELIEVE THERE'S A QUESTION OVER HERE.

COMMISSIONER TERAN: NUMBER 7. WHAT'S THE [INDISCERNIBLE] PROGRAM?

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>> MR. HAGUEN: THE C.A.R.E. PROGRAM, C.A.R.E. IS THE VAULTER PROGRAM WHO DO THE EVALUATIONS. LET ME TURN TO THAT PAGE.

PRESIDENT NEAL: PAGE 2.

COMMISSIONER TERAN: IT'S NUMBER 7.

>> MR. HAGUEN: THANK YOU. YES, THE C.A.R.E. EVALUATORS, HANG ALL THE ELIGIBILITY EVALUATIONS, AND SINCE WE'RE AT THE END OF THE FISCAL YEAR, MANY OF THE CONTRACTS ARE COMING UP AND ARE BEING RENEWED AND EXERCISING OPTION ARE IN FULL COURSE, AND THIS IS ONE WHERE IT HAD COME UP AT THE PREVIOUS MEETING AND HAD BEEN APPROVED BUT THERE WAS AN ERROR MADE BY STAFF THAT DIDN'T INCLUDE THE FIXED MONTHS OF COST, THAT'S NOW BEEN ADDED IN A GROUP SO THAT SERVICE CONTINUES.

PRESIDENT NEAL: ANYBODY ELSE HAVE A QUESTION? OKAY. ANYTHING THAT YOU THINK WE SHOULD KNOW?

>> MR. HAGUEN: I THINK THINGS ARE GOING VERY WELL. AS I STATED EARLIER, THERE ARE SOME EXCITING PROGRAMS COMING UP. I THINK THAT IT'S GOING TO BE A VERY GOOD YEAR FOR ACCESS. LET ME JUST PUT IT THAT WAY, BECAUSE --

PRESIDENT NEAL: WHAT DOES THAT MEAN?

>> MR. HAGUEN: WELL, WHAT THAT MEANS, NOT JUST FOR ACCESS, BUT PRIMARY FOR ACCESS RIDERS, SERVICE IS DEFINITELY ON THE UP SWING, THE IMPROVEMENTS ARE THERE. DOLLAR SOME CHALLENGES AHEAD IN DEALING WITH, YOU KNOW, THE BUDGET THIS MORNING. IT'S A DIFFICULT TIME RIGHT NOW WITH THE ECONOMY, WITH THE CLOSURES OF SERVICES AT REGIONAL CENTERS, ETCETERA. THERE'S A LOT OF UNCERTAINTY. AND THAT UNCERTAINTY IS BEING BUILT INTO THE BUDGET. WE ARE TRYING TO MAKE SURE THAT WE CAN BE RESPONSIVE IN AN ENVIRONMENT WHERE THERE REALLY IS NO SET UNDERSTANDING AS TO WHAT THESE CLOSURES OR REDUCTIONS IN SERVICE WILL MEAN. SO ACCESS IS TAKING THEIR BEST SHOT AT TRYING TO ANTICIPATE WHAT WILL BE OCCURRING OVER THE NEXT YEAR. I KNOW THAT WE'RE LOOKING AT A DRAMATIC INCREASE IN GAS PRICES AND TRYING TO FACTOR THAT IN, AS COMPARED TO THIS PROCESS LAST YEAR. AND TAKE INTO CONSIDERATION, THOSE PROGRAMS THAT ARE REDUCING SERVICES, ETCETERA. BUT ON THE WHOLE, I WOULD SAY THAT THINGS ARE GOING VERY WELL. WE'RE SEEING COST SAVINGS DUE TO THE NEW SAFETY CULTURE THAT'S REALLY BEEN SUCH A TOUCH STONE OF THE PAST YEAR FOR ACCESS SERVICES. THE NEW INSURANCE STRUCTURE, THE [INDISCERNIBLE] PENSION PROGRAM THAT WAS PUT IN PLACE TWO YEARS AGO. WE'RE SEEING THE DIVIDENDS OF THAT NOW. THERE HAS BEEN SIGNIFICANT REDUCTION IN THE NUMBER OF INCIDENTS, THE NUMBER OF, YOU KNOW, INCIDENTS WHERE THERE HAS TO HAVE BEEN CERTAIN INSURANCE PAYOUTS OR WHATEVER. SAFETY, AS A CULTURE, HAS REALLY TAKEN WHOLE, AND I THINK THAT'S SOMETHING THAT ACCESS STAFF SHOULD REALLY BE VERY MUCH ACCREDITED FOR. THEY HAVE REALLY TAKEN IT TO HEART AND HAVE DONE AN OUTSTANDING JOB WITH THAT.

PRESIDENT NEAL: ANY OTHER COMMISSIONERS WITH QUESTIONS? MR. -- WHO IS THIS GUY? [READING] DANIEL GARCIA. WHO'S THAT? OH! [SMILING]

DANIEL GARCIA: I HAVEN'T BEEN TO THE BOARD FOR ACCESS SERVICES AND THE CAC IN HOW MANY MONTHS BUT [INDISCERNIBLE] NOW, EVEN MORE, SINCE THERE HAS BEEN A LOT STUFF COMING OUT. GOOD STUFF AND BAD STUFF. BUT MY MAIN THING IS, IS THERE ANY WAY THAT THIS REPORT CAN BE GIVEN TO

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YOUR TOPIC, WHO IS ASKED, OR IS IT JUST GIVEN TO THE COMMISSIONERS?
BECAUSE UP THE TO HAVE IT IN E-MAIL AND SO ON.

PRESIDENT NEAL: IT'S A PUBLIC DOCUMENT.

>> DANIEL GARCIA: IT IS. SO THEREFORE, WILL YOU PLEASE E-MAIL ME
SO I CAN SHARE IT WITH MY COWORKERS AND SO ON.

PRESIDENT NEAL: OKAY. I'M GOING TO PUT THIS UP ON THE BLOG. THE
JANETPLANET.BLOGSPOT.COM PUT IT UP THERE.

DANIEL GARCIA: OKAY. THANK YOU.

COMMISSIONER TERAN: THERE A WEBSITE, MAYBE DANIEL CAN ACCESS IT ON
THE WEB.

>> MR. HAGUEN: THIS A PARTICULAR DOCUMENT I PUT TOGETHER, TO
PROVIDE CIVICALLY TO THE COMMISSION. I KNOW THERE'S ALWAYS ADDITIONAL
COPIES AVAILABLE ON THE TABLE AS FOLKS COME IN.

PRESIDENT NEAL: THIS IS NOT ACCESS SERVICES MINUTES. THIS IS HIS
REPORT.

COMMISSIONER TERAN: I UNDERSTAND THAT.

PRESIDENT NEAL: SO IT WOULDN'T BE ON THEIR WEBSITE.

COMMISSIONER TERAN: BUT THEN, OKAY. DANIEL, SINCE HE MENTIONED
THAT, AND AND I'VE SEEN IT THERE BEFORE, MAYBE CAN YOU PICK UP A COPY
OR TWO.

PRESIDENT NEAL: WE JUST RESOLVED THAT.

COMMISSIONER TERAN: RIGHT. OKAY. THANK YOU. SURE.

REPORT BY ANGELA DAVIS. J.D. ACTING SENIOR DEPUTY, DISABILITY
CIVIL RIGHTS OF THE OFFICE OF AFFIRMATIVE ACTION COMPLIANCE. DID I
READ THAT RIGHT? AND THIS IS CONTINUED FROM APRIL 20.

ANGELA DAVIS: IF YOU DON'T MIND, THEY ARE ALSO COMING.

PRESIDENT NEAL: NOT AT ALL.

ANGELA DAVIS: EACH OF THE COMMISSIONERS HAS A COPY OF THE REPORT
AS WELL. SOME OF THE ITEMS IN OUR REPORT --

PRESIDENT NEAL: HOLD ON ONE SECOND. YOU'RE STILL GETTING A CHAIR,
WHETHER YOU LIKE IT OR NOT, YOU'RE GETTING CHAIR.

DANIEL GARCIA. I TRIED.

PRESIDENT NEAL: DID YOU GOOD. OKAY. WE'RE READY.

ANGELA DAVIS: IF YOU DON'T MIND, I'LL CONCENTRATE ON NUMBER ONE, I
ACTUALLY BELIEVE THAT THE INFORMATION IN OUR REPORT ON NUMBERS 2
THROUGH 6 ARE PRETTY MUCH SELF-EXPLANATORY AND SOMETHING YOU'RE
FAMILIAR WITH SEE NEGLIGENT PAST. HOWEVER, IF SOMEONE WANTS TO
DISCUSS ANYTHING FROM 2 THROUGH 6, WE WILL DO SO, OF COURSE. THIS
WILL ALLOW US MORE TIME TO DISCUSS NUMBER ONE, WHICH WE FEEL IS VERY
IMPORTANT. AS USUAL, THE CHIEF EXECUTIVE OFFICE HAS PUT OUT THEIR
RECOMMENDED BUDGET AS THEY DO EVERY APRIL AND THE UP COMING YEAR'S
RECOMMENDED BUDGET. THE OFFICE OF AFFIRMATIVE ACTION COMPLIANCE WILL
BE CONSOLIDATING WITH MULTIPLE DEPARTMENTS. THE DEPARTMENT OF H.R. IS
WHERE OUR INVESTIGATION SECTION IS GOING, OUR CONTRACTS SECTION WILL
BE GOING TO ISD, INTERNAL SERVICES DEPARTMENT AND THE DISABILITY CIVIL
RIGHTS SECTION WILL BE CONSOLIDATED WITH THE CHIEF EXECUTIVE OFFICE.
BECAUSE WE HAVE NOT BEEN MADE AWARE OF ANY SPECIFICS IN REGARDS TO
WHAT CHANGES OR IF THERE WILL BE ANY CHANGES IN OUR SERVICES, AND THE
PROGRAMS IN WHAT WE DO, WE DON'T HAVE DETAILED INFORMATION AT THIS
TIME, BUT WE DID WANT TO BE TRANSPARENT AND MAKE SURE THE COMMISSION
WAS AWARE OF THIS CONSOLIDATION, AND LET YOU KNOW WE WILL KEEP YOU

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ABREAST OF INFORMATION AS WE RECEIVE IT. WITH THAT BEING SAID, I'D LIKE TO OPEN THIS UP FOR QUESTIONS, IF THAT'S OKAY. TO MAKE SURE WE ADDRESS THE CONCERNS.

PRESIDENT NEAL: I'LL START. I WOULD LIKE TO KNOW WHAT YOU GUYS THINK OR HOW YOU THINK THIS CONSOLIDATION WILL BENEFIT THOSE OF US WITH DISABILITIES. AND I KNOW THAT'S A VERY BIG QUESTION AND IF YOU DO NOT HAVE AN ANSWER AT THIS PARTICULAR POINT IN TIME, I RESPECT THAT. IF YOU WANT TO GET BACK TO ME WITH AN ANSWER ON THAT, I'LL ACCEPT THAT. BUT I JUST WANT TO THROW THAT OUT, BECAUSE I KNOW IT'S DIFFERENT AND I KNOW THAT, YOU KNOW, I'M HEARING ABOUT SOMEBODY ELSE IS STARTING A CIVIL RIGHTS SECTION OR WHATEVER, AND WE'RE KIND OF GETTING RID OF OURS SO JUST FOR THE INFORMATION OF THE PUBLIC, HOW DO OR DOES SOMEBODY HAVE A PERCEPTION OF HOW THIS IS ALL GOING TO INTEGRATE TOGETHER?

ANGELA DAVIS: I'M SURE WE HAVE ALL FORMULATED OPINIONS, AND THEY'RE JUST THAT, BECAUSE IT HAS NOT BEEN TOLD TO US OR COMMUNICATED TO US, BY THE POWERS THAT BE. BUT THE FACT THAT WE ARE ACTUALLY MOVING TO THE CHIEF EXECUTIVE OFFICE, I BELIEVE COULD BE VERY POSITIVE BECAUSE OF THE AUTHORITY, THE EXECUTIVE POWER, I SHOULD ACTUALLY SAY, THAT THE CHIEF EXECUTIVE OFFICE HOLDS. I BELIEVE US BEING THERE, WE HAVE A GREATER IMPACT ON DECISION MAKING ON POLICY CREATION.

PRESIDENT NEAL: THAT'S GOOD ENOUGH FOR ME.

>> (COMMISSIONER WRIGHT:) WHAT PROCESS WAS USED IN ORDER TO SUPPORT YOUR RECOMMENDATION?

ANGELA DAVIS: THIS WAS NOT OUR RECOMMENDATION. THIS IS WAS CHIEF EXECUTIVE OFFICE RECOMMENDATION, AND THE INFORMATION YOU HAVE BEFORE YOU, THAT'S A DIRECT PULL FROM THE COUNTY'S BUDGET. SO WE DID NOT MAKE THIS RECOMMENDATION, BUT IT DOES AFFECT US. UNFORTUNATELY, I DON'T KNOW THE PROCESS THAT WAS MADE, OTHER THAN WHAT'S QUOTED HERE, AND WHAT'S QUOTED HERE SAYS THAT THE REASONING FOR THE COUNCIL IS TO OPTIMIZE ORGANIZATIONAL EFFICIENCIES THAT MEANS, AS FAR AS SERVICES.

>> (COMMISSIONER WRIGHT:): AND THAT'S VERY ELOQUENT LANGUAGE.
[LAUGHTER]

HOWEVER, I REALLY WOULD LIKE TON, BECAUSE THERE HAS TO BE, AND I KNOW, I UNDERSTAND NOW, BUT IS THERE A WAY TO FIND OUT HOW THEY DETERMINE WHAT WOULD BE THE MOST EFFICIENT ONE TIME SAVING OPPORTUNITIES, ON GOING SAVINGS? WHAT PROCESS WAS USED? ANGELA DAVIS: UNFORTUNATELY, WE WEREN'T PRIVY TO THAT. 92 WHAT IF THE QUESTION, THAT SHE'S POSING IS AM CANNING FROM THE COMMISSION, WOULD THAT MAKE A DIFFERENCE IN GETTING A RESPONSE?

ANGELA DAVIS: I'M SURE IT WOULD.

PRESIDENT NEAL: OKAY. LET'S DO THAT.

>> (COMMISSIONER WRIGHT:): BECAUSE I'M INTERESTED IN THE PROCESS. HOW SPECIFICALLY, THE PROCESS THAT THEY USE FOR MERGING CERTAIN DEPARTMENTS.

COMMISSIONER TERAN: SINCE THIS HAS TO DO WITH THE BUDGET PROBLEM ISSUE, CONCERN, HOWEVER YOU WANT TO CALL IT, AND EVEN THE MERGING AND ALL THAT, I'M JUST GUESSING NOT BEING AS ELOQUENT AS THE OTHER COMMISSIONER, MAYBE THERE'S GOING TO BE LESS STAFF, SO THEREFORE, LET'S SERVICES FOR EVERYONE AND IT'S ONLY A GUESS. 92 I WAS ABOUT TO SAY.

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ANGELA DAVIS: I WILL ASSUME, WHEN YOU SEE LIEST STAFF, YOU'RE REFERRING TO THE PORTION OF THE [INDISCERNIBLE] THAT WE'LL BE DECREASING BY 10 POSITIONS. I HAVE THAT READY FOR YOU.

PRESIDENT NEAL: DON'T LOOK AT ME.

[LAUGHTER]

COMMISSIONER TERAN: SO MORE WORK.

PRESIDENT NEAL: THAT'S NOT MY KIND OF QUESTION.

ANGELA DAVIS: I DID ANTICIPATE THAT PARTICULAR QUESTION, AND I CAN TELL YOU THE 10 POSITIONS THAT WILL BE LOST. THE AFFIRMATIVE ACTION COMPLIANCE OFFICER, WHICH IS OUR DIRECTOR. THE CHIEF DEPUTY.

THE ADMIN. DEPUTY.

THE EXECUTIVE SECRETARY.

ONE SENIOR MANAGER SECRETARY.

TWO ADMINISTRATIVE SERVICES MANAGERS.

ONE ADMINISTRATIVE ASSISTANT.

ONE PRINCIPAL DEPUTY.

AND ONE SENIOR SECRETARY.

COMMISSIONER TERAN: SO THEREFORE, THE MERGING IS NOT REALLY THAT POSITIVE. LESS SERVICES -- I MEAN, LESS STAFF, MEANS LESS SERVICES.

PRESIDENT NEAL: NOT NECESSARILY. SOMETIMES IT'S MORE EFFICIENT.

COMMISSIONER TERAN: AH. MAYBE.

PRESIDENT NEAL: THAT'S WHAT I SAID. SOMETIMES. THAT'S WHAT THAT MEANS.

COMMISSIONER MUSTELIER: TRUE. OKAY. THANK YOU.

PRESIDENT NEAL: AND I WAS SAYING OH, NO BECAUSE THERE'S SOMEBODY IN THAT MIX THEY KNOW. AND THAT HELPED US.

COMMISSIONER TERAN: YOU KNOW, IT COULD BE. THANK YOU FOR THAT. IT COULD BE, AND I'M HOPING THAT IT IS BUT UNLESS PEOPLE WHO ARE THERE, DO THEIR JOB WELL, BECAUSE I'VE SEEN IT BEFORE.

PRESIDENT NEAL: I DON'T THINK IT HAS ANYTHING TO DO WITH THAT COMMISSIONER, I'M GOING TO ARGUE ON THIS. BECAUSE I THINK YOU HAVE TWO PEOPLE DOING THE SAME JOB, AND YOU CAN HAVE ONE. THAT'S THE WAY I'M LOOKING AT THIS, MAYBE THERE'S A DUPLICATION OF SERVICES OR WHATEVER, AND THEY'RE TRYING TO CONSOLIDATE, AND MORE EFFICIENTLY USE THE PERSONNEL AND THE PEOPLE AND THE RESOURCES THEY HAVE AND I'M TRYING TO BE POSITIVE THAT THAT'S WHAT WE'RE DOING HERE, OR AT LEAST THAT'S THE ATTEMPT.

COMMISSIONER MUSTELIER: THAT'S GOOD. YEAH.

ANGELA DAVIS: A POKER FACE.

PRESIDENT NEAL: THAT'S NOT A POKER FACE. THAT WASN'T THE POKER FACE. THAT WAS THE "OH, NO" LOOK.

ANGELA DAVIS: WELL, FROM YOUR MOUTH TO GOD'S EARS. THAT'S WHAT WE BELIEVE OR WE HOPE. WE'RE VERY HOPEFUL, THAT IS THE CASE.

PRESIDENT NEAL: OKAY. IT'S JUST THAT I'M AGAIN, I'M JUST SAYING NA WHEN THINGS CONSOLIDATE OR DOWN SIZE OR WHEN SOMEBODY'S GONE, THAT HAS BEEN HELPFUL OR WHATEVER, THAT WAS MY COMMENT IS THERE'S SOMEBODY THAT I THINK GOING BACK, REALLY DID SOME THINGS TO HELP THIS COMMISSION. SO I WILL DEAL WITH THAT. GO AHEAD. OH. I HAVE ANOTHER QUESTION. SORT OF.

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NUMBER 3, PAGE 2 AT THE BOTTOM. YOU MENTIONED HERE THE DEPARTMENT OF PARKS AND RECREATIONS, AND I THINK YOU KNOW EXACTLY WHERE I'M GOING.

ANGELA DAVIS: THAT'S MR. HAGUEN'S DEPARTMENT. I WILL LET HIM ANSWER THAT.

PRESIDENT NEAL: WAIT. YOU DON'T KNOW WHAT THE QUESTION IS IT'S NOT WHAT'S WRITTEN ON HERE. IT'S NOT MY QUESTION. BUT WITH THAT PARTICULAR DEPARTMENT, OVER THE WEEKEND, I WENT OUT TO THE SANTA FE DAMN, TO THE RENAISSANCE FAIR, ONCE AGAIN, THEY DID NOT MAKE IT ACCESSIBLE. TWO YEARS AGO, I MADE A BIG FUSS BECAUSE THEY DECIDED IT WAS OKAY TO USE A HANDICAPPED PARKING TO PUT AMBULANCES AND SHERIFF CARS AND ALL THIS STUFF. SO AT A DID AWAY WITH THIS, THEY TOOK OUT THE HANDY CATCHED PARKING SPACES WHICH WERE RIGHT IN FRONT, WHICH I DON'T HAVE A PROBLEM WITH. AND THEY PUT THEM DOWN FURTHER, BUT THEY PUT IN MORE THAN THEY HAD BEFORE. SO TO ME, THAT'S A REASONABLE ACCOMMODATION. I ACCEPT THAT. BUT THEY DID NOT TAKE CARE OF THE REFRESHMENT STANDS. IF YOU THINK ABOUT IT, EVERYONE KNOW WHAT A TIKI BAR LOOKS LIKE? IMAGINE A TIKI BAR, AND THERE'S THREE STEPS. THREE STEPS TO GET TO IT. WHEN YOU GET TO THE TOP OF THE STEPS, THERE'S A BITTY SIGN LIKE THAT, BLUE PAPER W A BLURRY WHEELCHAIR ACCESS CEMENT BOWL ON IT, AND THE WRITING IS ABOUT THAT TALL. I CAN'T READ THAT. THE SIGN WAS FURTHER AWAY FROM YOU, I CAN'T READ THAT. AND WHAT THE SIGN SAYS, ACCORDING TO SOMEONE ELSE, "IF YOU NEED HELP, LET US KNOW." I TRIED YELLING.

COMMISSIONER TERAN: RAISE YOUR HAND.

PRESIDENT NEAL: COMMISSIONER, I KNOW YOU'RE MAKING A JOKE, BUT I THINK THIS IS VERY SERIOUS FOR SOMEONE WHO'S THIRSTY AND NEEDS TO TAKE SOME MEDICATION. THERE WAS NO WAY, UNLESS I PICKED UP A ROCK OFF THE GROUND, AND THEN THE SHERIFF WOULD GET ME. SO THEY HAVE TO FIX THIS. I'M GOING BACK NEXT WEEKEND. SO I DON'T UNDERSTAND WHY, WITH ALL THE PEOPLE, VOLUNTEERS, WHY CAN'T SOMEBODY STAND AT THE BOTTOM OF THE STAIRS, BECAUSE THE WAY THE FAIR IS, IF YOU'RE FAMILIAR WITH IT, PEOPLE ARE ALWAYS TALKING AND SAYING SOMETHING. WHY CAN'T ANYBODY SAY ANYTHING. IF I NEED ASSISTANCE, I'M RIGHT HERE. THAT'S WHAT THEY D. THEY'RE LIKE CRIERS. COME AND GET A DRINK. IT'S JUST VERY EASY TO ADD A LITTLE BIT. IF YOU NEED SOME ASSISTANCE WITH THE STEPS, I'LL HELP YOU. THAT'S ALL YOU HAVE TO DO. AND I TALKED WITH THEM ABOUT THIS TWO YEARS AGO, AND THEY DIDN'T FIX IT.

MR. HAGUEN: YES, THANK YOU FOR BRINGING THAT UP, I WAS ALSO THERE THIS PAST WEEKEND.

PRESIDENT NEAL: I DIDN'T SEE YOU.

>> MR. HAGUEN: NO, I DIDN'T SEE YOU EITHER BUT AS CAN YOU SEE, MY FACE BEING AS RED AS IT IS RIGHT HERE, I DIDN'T BRING MY SUN SCREEN. THAT WILL DO IT. I NOTICED THE SAME PROBLEM AND I HAD A PROBLEM WITH SOME OF THE ACCESSIBLE PARKING BECAUSE THEY HAD IT BLOCKED OFF FOR EVENT SECURITY.

PRESIDENT NEAL: OH. THEY DID THAT AGAIN, TOO.

>> MR. HAGUEN: THEY HAD SIGNS THERE, STATING THAT, THAT WAS FOR EVENT SECURITY. I SPOKE WITH SECURITY AND THEY TOOK OUT THE SIGN, AND TOSSED IT OVER THE WALL. LITERALLY. SO IT'S A MATTER THAT, THEY WERE WILLING TO WORK WITH ME, ON A ONE ON ONE BASIS, BUT THAT'S NOT

ACCEPTABLE. WHEN I HAD WORKED WITH THE SANTA FE DAMN AND THE COUNTY OF PARKS AND RECOMMENDED BUDGET REACTION, THE COMPANY THAT DOES THE RENAISSANCE FAIR IS A SEPARATE ENTITY ALTOGETHER AND AT A COME IN AND LEASE THAT PARK FOR THIS PARTICULAR SERVICE. SO THE FEELING THAT PARKS HAD EXPRESSED TWO YEARS AGO, IS THAT SINCE THIS IS NOT TECHNICALLY A COUNTY SERVICE, THEY FELT AS THOUGH THE COMPLAINT WAS MISGIVEN. THAT IT SHOULD GO TO THE COMPANY THAT RUNS THE RENAISSANCE FAIR, WHICH DOESN'T HAVE A COUNTY LINK. HOWEVER, I STILL THINK THAT THERE ARE CERTAIN RESPONSIBILITIES THERE, BECAUSE IT CAN BE PERCEIVED VERY EASILY AS BEING A COUNTY SERVICE. EVEN THOUGH IT'S TECHNICALLY, NOT A COUNTY SERVICE, BUT IT CAN BE PERCEIVED THAT WAY. SO I WILL TAKE YOUR CONCERNS BACK AGAIN, AS WELL AS MY OWN AND CONTACT THE DEPARTMENT AGAIN AND SEE IF THERE'S ANYTHING THAT CAN BE ADDRESSED BECAUSE THAT IS DEFINITELY A PROBLEM. AND I RAN INTO THE SAME ISSUE.

PRESIDENT NEAL: THANK YOU.

>> MR. HAGUEN: I ACTUALLY HAD TO HAVE MY DAUGHTER GO UP THE STEPS.

PRESIDENT NEAL: I ACTUALLY SAW SOMETHING ELSE THAT REALLY BOTHERED ME. NO PETS ARE ALLOWED. THERE WAS A GUY THERE, WITH TWO DOGS, ON A LEASH AND THESE WERE LIKE RAGAMUFFINS, TERRIBLY BEHAVED DOGS AND HE HAD THE SPLIT LEASH SO THE DOGS COME OVER AND ONE GOES THIS ONE AND ONE GOES THAT WAY. AND YOUR LEGS ARE ALL TANGLED UP. BUT HE HAD THE NERVE TO PUT A BACK PACK ON THESE DOGS, AND SAID THEY WERE WORK DOGS, AND THEY LET THEM IN. THEY WERE NOT WORK DOGS. SO WE CAN ADD THAT. THAT THEY NEED TO BE A LITTLE MORE VIGILANT IN LOOKING. THEY WANTED TO KNOW WHAT WAS IN MY BAG, WHICH WAS EMPTY, BUT THEY'RE NOT REALLY CHECKING AND I DON'T KNOW IF THERE'S SOME KIND OF CERTIFICATION THAT YOU'RE SUPPOSED TO HAVE, IF YOU HAVE A WORK DOG OR WHAT. BUT TO ME, THOSE DOGS WERE UNRULY, AND PEOPLE ARE EATING AND HERE COMES THE DOG, AND THEY SAY NO PETS. THOSE ARE PETS.

>> MR. HAGUEN: THERE'S A COUPLE OF ISSUES WITH THAT. THEY'RE A LITTLE BIT HANDCUFFED WHEN IT COMES TO THAT SITUATION BECAUSE THERE'S VERY LIMITED CHECKING THEY CAN DO OF THE THERE IS NO CERTIFICATION OR OUT WARD CERTIFICATION THAT NEEDS TO BE PRESENTED. THEN THEY CAN ASK, YOU KNOW, IF THIS IS A SERVICE ANIMAL, AND WHAT SERVICE DOES IT PROVIDE, AND IT'S PRETTY MUCH HELD TO THAT --

PRESIDENT NEAL: WELL, THOSE ARE GOOD QUESTIONS AND I WOULD BE SATISFIED WITH THAT, BUT I DON'T THINK THEY ASKED THIS GUY ANYTHING. THE DOGS WERE JUST BAD DOGS.

>> MR. HAGUEN: AND THAT WAS THE SECOND POINT I WAS GOING TO GET TO. EVEN IF IT IS A SERVICE ANIMAL, LET'S SAY, FOR INSTANCE, IT WAS A SERVICE ANIMAL, THAT INDIVIDUAL OWNER STILL NEEDS TO BE ABLE TO CONTROL THAT SERVICE ANIMAL. IF IT'S OUT OF CONTROL AND CAUSING THAT MUCH OF A DISRUPTION, WHETHER IT'S A SERVICE ANIMAL OR NOT, THEY WILL HAVE THE RIGHT TO SEEK [INDISCERNIBLE] AS FAR AS EXPELLING THAT ANIMAL OR DEALING WITH THAT INDIVIDUAL APPROPRIATELY.

PRESIDENT NEAL: THAT'S OKAY.

COMMISSIONER TERAN: CURT ACCIDENT I'M GOING BACK TO WHAT COMMISSIONER NEAL WAS MENTIONING, ABOUT THAT TIKI BAR PLACE, BECAUSE I WAS PLANNING G BUT I WAS THINKING, IT'S NOT GOING TO BE ACCESSIBLE TO ME. AND IT TAKES TIME FOR PEOPLE TO DO THESE THINGS FOR US, RIGHT? BUT WOULDN'T IT BE EASY IF SOMEONE LIKE YOURSELF TALKED TO THEM, AND

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ASK THEM, A SIMPLE LITTLE RAMP WHERE THE STEPS ARE, RIGHT, OR MAYBE HAVE A PERSON WHO WORKS THERE, EVERY ONCE IN A WHILE, COME UP AND SAY, EXCUSE ME. SOMETHING LIKE THAT.

PRESIDENT NEAL: THAT'S WHAT I SAID.

COMMISSIONER MUSTELIER: I UNDERSTAND THAT. I HEARD YOU. BUT I'M GOING BACK OVER IT AGAIN, IN CASE, THEY CAN BE ABLE TO DO THIS. REPETITION USUALLY HELPS JANET, AND I CAN MAKE MY POINT, TOO, THANK YOU. SO WHAT DO YOU THINK SO?

>> MR. HAGUEN: LIKE THE RENAISSANCE FAIR, IT'S NOT A COUNTY PROGRAM, THEY LEASE COUNTY LAND TO PROVIDE THEIR PROGRAM. SO THE COUNTY REALLY DOESN'T HAVE ANY AUTHORITY WITH THEM, AS FAR AS THE ACCESSIBILITY IN THAT REGARD. THE ONLY THING I CAN SAY THAT IS A LITTLE BIT OF A TOUCH AND GO SITUATION WITH THAT IS PERSONALLY, I BELIEVE, AND I HAVEN'T DISCUSSED IT WITH MY COLLEAGUES AS OF YET, BUT I BELIEVE THERE'S THE IMPRESSION GIVEN, THAT THIS IS A COUNTY EVENT OR A COUNTY-SPONSORED EVENT, IF THAT'S THE CASE, THE COUNTY WOULD DEFINITELY HAVE MORE RESPONSIBILITY FOR ACCESSIBILITY. SO THAT'S SOMETHING WE NEED TO PURSUE WITH THE COUNTY DEPARTMENT OF PARKS AND RECREATION.

COMMISSIONER TERAN: THANK YOU, I DID HEAR ALL THAT INFORMATION, I WAS JUST GOING OVER IT AGAIN, IN CASE THE COUNTY COULD SOMEHOW TALK TO THEM. I KNOW THAT THEY'RE NOT THE COUNTY. I UNDERSTAND ALL OF THAT, DID I HEAR THAT. BUT ISN'T THERE SOME WAY THAT SOMEONE CAN SAY, WE THANK YOU FOR COMING HERE, BLAH, BLAH, BLAH. WHATEVER, YOU KNOW, AND COULD YOU DO A LITTLE BIT OF THIS AND SUGGEST SOMETHING? THAT'S ALL I'M ASKING.

>> MR. HAGUEN: WE CAN DEFINITELY RECOMMEND THINGS TO THE DEPARTMENT OF PARKS AND RECREATION, AND THEY CAN GO TO THIS ENTITY AND SAY, WE RECEIVE THIS TYPE OF COMPLAINT. IS THERE ANYTHING YOU CAN DO ABOUT IT. ESSENTIALLY. BUT IF IT'S NOT A COUNTY PROGRAM, OUR HANDS ARE PRETTY TIED WITH THAT.

PRESIDENT NEAL: OKAY. I'M GOING TO LET THIS ISSUE GO FOR NOW.

>> (COMMISSIONER WRIGHT:): WITH THE REDUCTION, ARE THOSE PEOPLE BEING PLACED IN OTHER DEPARTMENTS?

ANGELA DAVIS: NOT NECESSARILY PLACE SAID BUT THEY ARE SEEKING.

>> (LA ET): DO THEY HAVE TO REPLY.

ANGELA DAVIS: IF THEY ARE SEEKING REEMPLOYMENT, THEY HAVE TO APPLY FOR THOSE POSITIONS.

PRESIDENT NEAL: THANK YOU. OH. DO I HAVE A CARD ON THIS?

DANIEL GARCIA: YOU HAVE THE CARD.

PRESIDENT NEAL: THAT'S WHY I ASKED. COME ON.

DANIEL GARCIA: I THINK AS A TAXPAYER IT'S AN INSULT FOR ANYBODY WHO HAS A DISABILITY LIKE ME, TO [INDISCERNIBLE] I FEEL THAT THE ABOUT THE, THE TAKING AWAY OF OUR RIGHT HAND. THESE PEOPLE ARE OUR RIGHT HAND. AND WE ARE GIVING AWAY [INDISCERNIBLE] SECTION FOR THE BUDGET AND IT'S NOT FAIR AS A TAXPAYER, AND TO SAY WE'RE NOT GOING TO DO ANYTHING. WE'RE NOT GOING TO FIGHT. IT'S NOT FAIR FOR ANYBODY, ESPECIALLY COMMISSIONERS, IT'S NOT FAIR TO HAVE LESS AND THEY CUT MY ARM. OKAY? AND IT'S MY RIGHT ARM. THEY DIDN'T WARN US BEFORE. THEY DIDN'T MAKE ANY ATTEMPT TO TELL YOU WHAT IS GOING ON, BEFORE THEY CAME HERE. I DON'T KNOW. HAVE ANY COMMISSIONERS KNOWN ABOUT THIS PROPOSAL

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TO PUT IN FRONT OF YOU? DO YOU AGREE WITH THAT? AND THAT'S A SLAP IN THE FACE TO THE BOARD MEMBERS. THAT'S ALL FOR ME. THAT'S ALL. THANK YOU.

PRESIDENT NEAL: THANK YOU. I ONE OF THESE WITH A MAP AND THERE'S NO ACCESS SYMBOLS ANYWHERE AT ALL. OKAY. ANYBODY ELSE? THANK YOU VERY MUCH. WE'RE GETTING TO THE BOTTOM OF THIS.

OKAY. ITEM NUMBER 18. I WANT TO ASK THAT THE COMMISSIONER WRIGHT QUESTION BE PRESENTED FOR AN ANSWER, ABOUT THE PROCESS AND HOW THEY CAME UP WITH THAT. AND LAST MONTH, WE ASKED SOMEBODY FROM SNAP. THERE WAS ANOTHER PROGRAM. OH, THE -- WAS IT SOMETHING ELSE?

>> CLERK: WE DID CONTACT SNAP, THE PERSON THAT -- L THERE'S A PERSON'S NAME ON THE PRESS RELEASE, FOR SNAP AND SO WE CONTACTED THAT OFFICE AND THEY REFERRED US TO ANOTHER PERSON, AND I KNOW EMMA HAS NOT RECEIVED A CALL BACK OR AN E-MAIL WAX. SO WE'LL KEEP PURSUING THAT, SO WE CAN GET SOMEBODY HERE, REGARDING THAT PROGRAM.

PRESIDENT NEAL: OKAY. AND I KNOW I'M ON MY WAY OUT THE DOOR ISSUE AS PRESIDENT OF THIS COMMISSION, BUT TO ME, THIS IS NOT ACCEPTABLE. WE ARE SUPPOSED TO, ACCORDING TO OUR ORDINANCE, HAVE SUPPORT AND COOPERATION, FROM DIFFERENT COUNTY OPERATIONS AND DEPARTMENTS. SO IF WE ASK THEM TO COME, THEY'RE SUPPOSED TO COME. THE PERSON WHOSE NAME IS ON THE FLYER, I DON'T CARE IF IT'S THAT PERSON. IT COULD BE THEIR SECRETARY. THAT PERSON COULD WRITE THE REPORT, AND JUST COME AND BRING IT. THERE'S SUPPOSED TO BE SPONSORING US, I THINK THIS IS VERY DISRESPECTFUL, AND I DON'T LIKE. THIS IS THE PROGRAM WHERE THEY WANT ALL OF US, THAT WANT ASSISTANCE DURING A DISASTER, BY COMPUTER, REGISTER WITH THEM, SO THEY'LL KNOW WHERE THEY ARE, AS OPPOSED TO USING THE EXISTING COUNTY RECORDS WHICH THEY ALREADY HAVE, THROUGH IN HOME SUPPORT SERVICES. WHETHER YOU HAVE A COMPUTER OR NOT, IT'S UP TO YOU TO REGISTER WHICH IS RIDICULOUS. I THINK MY QUESTION IN GETTING THEM HERE, IS CAN WE HAVE THE FORMS HERE. LET PEOPLE HERE FILL THEM OUT AND LET THEM FORWARD IT ON THAT WAY, THAT WAY, THAT'S A REASONABLE ACCOMMODATION AND SOMEBODY QUOTED SOME STATISTIC ON THE PERCENTAGE OF PEOPLE WITH DISABILITIES THAT DO NOT HAVE COMPUTER SAYS. IN THIS ECONOMY, IF YOUR COMPUTER BREAKS DOWN, ARE YOU GOING TO GO BUY ANOTHER ONE OR PAY YOUR WATER BILL OR PROVIDE FOOD AND WATER?

>> COMMISSIONER WRIGHT: IF I CAN MAKE A SUGGESTION, BECAUSE WE'RE SUPPOSED TO BE RECEIVING REPORT FROM THE SUPERVISOR'S OFFICES, THAT ARE SUPPOSED TO PROVIDE SUPPORT. MAYBE COMMISSIONER NEAL'S DISTRICT, CONTACT THAT COUNTY OFFICE, THE OFFICE IS LOCATED HERE, AND I'LL GUARANTEE YOU'LL GET A RESPONSE BECAUSE THEY HAVE TO FOLLOW UP. THAT GENERATES A PAPER TRAIL.

PRESIDENT NEAL: OKAY.

>> CLERK: WE CAN CONTACT THEM, BUT IT'S A MUCH BIGGER IMPACT WHEN THE COMMISSION DOES L DOES.

>> COMMISSIONER WRIGHT: COMMISSIONER, DO YOU MIND CALLING YOUR OFFICE, AND THAT WAKE THEY DEFINITELY WILL RESPOND.

PRESIDENT NEAL: WELL, I HAVE NO PROBLEM CONTACTING THEM, I HAVE ATTEMPTED BEFORE, BUT THEY DO NOT CALL ME BACK. I CONTACTED THEM ABOUT SOMETHING CALLED LAB CORP, WHICH IS A BILLING FOR MEDICAL TESTS FROM A LOCAL CLINIC BECAUSE THEY WERE DOUBLE BILLING. THEY TOOK MY MEDI-CAL AND BILLED MY MEDI-CAL AND THEN SENT ME A BILL FOR OVER A

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THOUSAND DOLLARS AND THEY REFUSED TO TAKE IT OUT OF THE COMPUTER, AND SAID THEY WERE GOING TO SEND IT TO COLLECTIONS. I CALLED SECOND DISTRICT, AND I STILL HAVEN'T GOTTEN A CALL BACK.

>> COMMISSIONER WRIGHT: WHAT ABOUT THE OFFICES LOCATED HERE IN THIS BUILDING? SECOND DISTRICT.

PRESIDENT NEAL: NO. NO. YEAH. I WAS TAUGHT YOU DON'T MESS WITH THE HORSES FEET, YOU GO STRAIGHT TO HIS HEAD WITH A 2 BY 4, AND THAT'S WHAT I DID.

>> COMMISSIONER WRIGHT: SO WHEN YOU HAVE TIME, GO AND MAKE A PERSONAL HEARING BECAUSE SOMEONE WILL RESPOND RIGHT AWAY. SOMETIMES YOU HAVE TO PRESENT YOURSELF, AS OPPOSED TO CALLING ON THE PHONE OR SENDING A TEXT. IT'LL GET LOST. BUT THAT VISUAL CAN'T GET LOST, YOU'LL BE RIGHT THERE IN THEIR PRESENCE.

THE OTHER QUESTION I WANT TO ASK IF WE CAN PUT ON THE AGENDA, IT'S BEEN A WHILE, BUT CAN WE REVIEW THE PROTOCOL FOR PUBLIC COMMENT, THE PROCESS, PLEASE.

PRESIDENT NEAL: (NODDING HEAD) ANYTHING ELSE ON ITEM 18. COMMISSIONER?

COMMISSIONER TERAN: I DROVE BY THE SHRINER'S HOSPITAL, ON 4TH STREET N L.A.

, TAB AND I DON'T KNOW IF ANYBODY FEELS THE SAME WAY THEY DO, THERE'S A SIGN AT THE ENTRANCE WHICH SAYS SCREENER'S CRIPPLED CHILDREN. I DON'T THINK IT SHOULD BE CRIPPLED

PRESIDENT NEAL: THEY'RE NOT GOING TO CHANGE IT. JUST LIKE THE CRIPPLE CHILDREN'S SOCIETY, THEY'RE NOT GOING TO CHANGE IT.

DANIEL GARCIA: THEY DID CHANGE IT. TO ABILITY FIRST.

PRESIDENT NEAL: OKAY. I HAD NO IDEA THAT THAT'S WHO THAT WAS NOW.

COMMISSIONER TERAN: WHAT ABOUT THE SIGN THAT I'M TALKING ABOUT, DANIEL, WHERE IT STILL SAYS THAT, SHRINER CRIPPLED CHILDREN. 92 ANYTHING ELSE ON ITEM 18.

COMMISSIONER JAMES: MAYBE IF WE CAN HAVE SOMEONE COME AND UPDATE US ON SECTION 8.

PRESIDENT NEAL: NO PROBLEM. OKAY. ITEM 19. THIS IS ANNOUNCEMENTS. I WANT TO SHARE THIS.) DISPLAYING T-SHIRT THAT SAYS "HELP JAPAN)" ANYBODY THAT'S INTERESTED IN ONE OF THESE, CAN YOU GO TO.

AADAP INCORPORATED LOCATED AT 29TH AND CRENSHAW, AND I MENTIONED BEFORE, THAT I WAS WATCHING JAPAN TV DURING THE TSUNAMI EARTHQUAKE, AND THE NUCLEAR DISASTER, AND I THINK SO THEY DID A REALLY GOOD JOB IN TAKING CARE OF PEOPLE WITH DISABILITIES, AND THE COMMUNITY CAME TOGETHER OR WHATEVER. SO ANYBODY THAT WANTS TO SUPPORT THAT EFFORT THERE, THIS IS, YOU CAN GET ONE OF THESE. THEY'RE \$20. AND I'M GOING TO PASS THIS AROUND BECAUSE THIS IS NOT A FLIMSY T-SHIRT.

COMMISSIONER, I'M GOING TO TOSS IT OVER TO YOU, COMMISSIONER JAMES. I'M GOING TO TOSS THIS. BECAUSE IT'S A NICE, HEAVY T-SHIRT. OKAY.

OKAY. MR. HERNANDEZ. DID YOU WANT TO MAKE A COMMENT YOU WANTED TO MAKE ON ITEM 19?

MR. HERNANDEZ: YEAH, I GO TO WALL STREET, ON THE MENTAL HEALTH, I HAVE POST TRAUMATIC SYNDROME. A LOT OF IT HAS TO DO WITH MY GRANDFATHER, AT THE TIME, WAS A PROVOST MARSHAL AND A GREEN BERET. I WAS TOLD A LOT ABOUT WORLD WAR II AND VIETNAM. THERE WAS A TIME I HAD

TO SERVE, BUT I GOT INTO AN ACCIDENT. WHILE I WAS THERE, THEY DIDN'T PUT A DATE TO SEAT DOCTOR, DR. KOLTZ. SO I RETURNED BACK THERE AND ASKED POLITELY, WHY ISN'T THERE A DATE. I HAVEN'T HAD A PROBLEM WITH ANYBODY THERE, AND I WENT BACK AND APOLOGIZED TO THAT GUARD. IT WAS MY FAULT. BECAUSE HE WANTED ME TO GET UP, SO HE COULD SEARCH ME WITH THE, YOU KNOW, THE ELECTRIC, TO SEE IF I HAVE WEAPONS. THEY SEARCH EVERYBODY BECAUSE YOU KNOW. IF YOU LOOK AT THE DATE HERE, I'M GOING TO GO GET THE MEDICINE. THIS DATE SOCIAL SECURITY 42121/11. THIS DATE SAYS 4/6/11. SOMEONE THAT WANTED TO PLAY GAMES WITH ME THERE. THEN WHEN I ASKED TO SPEAK TO SOMEBODY IN AUTHORITY WITH INTELLIGENCE, THEY STARTED YELLING AT ME IN THERE. AND I'M IN A WHEELCHAIR. AND EVEN THE GUARD STARTED YELLING BECAUSE HIS JOB IS TO DEFEND THE PEOPLE THERE, BECAUSE MAYBE HE THINKS I'M DOING SOMETHING WRONG, YOU KNOW, BUT WHEN I WENT AND SHOWED THE BLACK GUARD THIS HE JUST LOOKED OVER THERE, YOU KNOW, IT'S RIGHT THERE ON WALL STREET, RIGHT BY THE POLICE STATION.

PRESIDENT NEAL: DO YOU HAVE AN ADDRESS?

MR. HERNANDEZ: TO TELL YOU THE TRUTH, NO, I DON'T. BUT YOU KNOW WHAT, YEAH, THERE IS. IT'S DOWNTOWN MENTAL HEALTH CENTER. THE PHONE NUMBER IS 213-430-6700. AND YOU KNOW, NOT ALL THE PEOPLE THAT WORK THERE ARE LIKE THAT, THOUGH. MY THERAPIST, IN MY ART CLASS, I JUST KNOW HER BY HER FIRST NAME, HER NAME IS NICOLE, SHE'S A NICE LADY. MIGA, THAT'S A CASEWORKER. SHATE ONE WHO STARTED OFF BEING MY CASEWORKER. SHE'S A NICE LADY, TOO. I KNOW THE PLACE SURRENDER A LOT OF STRESS SO YOU CAN SEE T SO I TRY TO BEHAVE, AND HAVE IN THE LAST YEAR. BUT THE WAY I WAS YELLED AT WAS REALLY CRAZY.

PRESIDENT NEAL: (NODDING HEAD).

MR. HERNANDEZ: I MEAN, THERE WERE SO MANY WITNESSES IN THERE THAT SAW IT HAPPEN, RIGHT W THEY THINK OF SUING PEOPLE, I DIDN'T THINK OF THAT. I KNOW THERE'S GOOD PEOPLE THAT WORK THERE. I THOUGHT IT WAS BECAUSE SHE'S MEXICAN AND SHE THE ONLY ONE THAT YELLED, YOU KNOW, AND I COULDN'T UNDERSTAND THAT.

PRESIDENT NEAL: OKAY. THIS IS PUBLIC COMMENT, SO THERE ISN'T ANY RESPONSE THAT I CAN GIVE YOU ON THAT, EXCEPT TO TAKE DOWN YOUR INFORMATION, AND MAYBE SEE YOU LATER.

MR. HERNANDEZ: NO. I UNDERSTAND THAT. BUT YOU HAVE TO BE THERE. YOU KNOW HOW YOU FEEL ABOUT PEOPLE, THE PLACE THAT YOU MENTIONED, THEY SHOULD HAVE MADE IT INTO A LANDMARK. THEY STOPPED MAKING SPICERIES, WE STOPPED GOING THERE. I WONDER WHAT HAPPENED TO THE PONTIAC SIGN, BECAUSE THAT'S A LANDMARK.

PRESIDENT NEAL: OKAY. YOUR TIME IS UP. THANK YOU.

MR. HERNANDEZ: THANK YOU.

PRESIDENT NEAL: DANIEL GARCIA. ANYBODY KNOW WHO HE IS?

DANIEL GARCIA: OKAY. THREE MINUTES FOR ME OR ONE MINUTE? THANK YOU. THANK YOU. OKAY. ANY WAY. THIS GENTLEMAN CAME TO ME IN MY OFFICE FOR HELP. AND I BROUGHT HIM HERE, BECAUSE HE [INDISCERNIBLE] A COMMISSIONER, TOO. THEREFORE, I THOUGHT IT WOULD BE A GOOD WAY TO START THE PROCESS PUSH PUNISH THAT AFFIRMATIVE ACTION OFFICE, THEY ARE GOING TO EXPAND IT'S A PERFECT EXAMPLE OF WHY WE NEED THEM. BECAUSE I'M PRETTY SURE THAT LADY RECEIVED PROPER TRAINING TO DEAL WITH PEOPLE LIKE HIM. THAT'S WHY. ACCORDING TO MY INFORMATION, IS THAT THEY

HAVEN'T RECEIVED ANY TRAINING. THE BOARD HASN'T RECEIVED ANY TRAINING FOR STAFF MEMBERS IN LESS THAN THREE YEARS OR MORE. SO I'M WONDERING IF THIS IS JUST THE START OF A NEW ERA, ARE PEOPLE GOING TO BE HARASSED HERE, BECAUSE WE DON'T HAVE A DEPARTMENT? IS THIS GOING TO BE A NEW WAY OF SOMETHING THAT'S NOT SUPPOSED TO BE ON THE BOARD? IF THERE'S ANYTHING WE CAN DO ABOUT THIS GENTLEMAN ON BEHALF OF THE COMMISSION TO BRINGS HIM SOME SOLUTION TO THE ON GOING PROBLEM. THANK YOU VERY MUCH.

PRESIDENT NEAL: THANK YOU. THANK YOU.

LET'S SEE, WE DID ITEM 19. WHAT'S NEXT. WELER IS MOVE TO ADJOURN.

PRESIDENT NEAL: OH. I'M SORRY. WE HAVE ONE MORE. PUBLIC COMMENT HERE. SHE WANTS TO MAKE AN ANNOUNCEMENT.

AUDIENCE MEMBER: TY. MY NAME IS MARIA TAN. I'M FROM LOS ANGELES CLIENT AND I DID SPEAK BEFORE WITH PHYSICAL AND MENTAL HEALTH DISABILITIES -- AND MENTAL HEALTH DISABILITIES AND I'M A VOLUNTEER AT THE DEPARTMENT OF MENTAL HEALTH. I AM ALSO A VOLUNTEERING FOR THE [INDISCERNIBLE] TO HELP CLIENTS HELP MANAGE THEIR SYMPTOMS, AND WE ARE LIKE, WE HAVE DIFFERENT AFFILIATES LIKE THE LATINO, THE ASIAN, THE MIDDLE EASTERN, THE BLACK COALITIONS, AND WE ALWAYS HAVE TO ATTEND CONFERENCES AND WE ARE ALLOWED TO DO THAT. WE APPLY FOR SCHOLARSHIPS TO UPDATE OUR SKILLS AND TRAINS. AND TO TODAY, I WOULD LIKE TO SHARE WITH YOU THE LOS ANGELES DEPARTMENT OF MENTAL HEALTH ADULT SYSTEM OF CARE IN COLLABORATION WITH LADY OF ANGELS CHURCH, AND SERVICE AREA 4 WITH A VOLUNTEER. MAY IS MENTAL HEALTH MONTH CELEBRATION EVENT AND THE LATINO OUTREACH THROUGH THE ARTS ARE CELEBRATING THEIR ARTISTIC TALENTS OF CLIENTS, AND WE'LL BE HAVING A CELEBRATION AT THE CALIFORNIA ENDOWMENT ON MAY 31 FROM 10:00 TO 4:00. THE CONTACT PERSON IS JULIO SELADA. 213- 305-3426. IF YOU HAVE ANY QUESTIONS, I WILL PUT THIS ON THE TABLE.

PRESIDENT NEAL: THANK YOU VERY MUCH, AND I REALLY APPRECIATE YOU REPRESENTING THE PEOPLE YOU REPRESENT BECAUSE THEY WERE UNDER REPRESENTED. THANK YOU. OKAY. I THINK I HEARD A MOTION OVER HERE WELER IS MOVE TO ADJOURN. 92 AND I THINK I HEARD A SECOND OVER HERE. ALL THOSE IN FAVOR, SAY "AYE."

[AYES]

ALL OPPOSED. ANY ABSTENTIONS? WE ARE ADJOURNED. THANK YOU GUYS, SO MUCH.

PRESIDENT NEAL: TODAY IS THE LAST MEETING WE'RE GOING TO HAVE MAIA. SHE IS MOVING ON, AND WILL BE WORKING FOR THE NEW DEPUTY EXECUTIVE OFFICER IN ROOM 3 QUESTION. AND LIKE TO INVITE TO YOU COME BACK TO THE JULY MEETING.

>> YES, I WILL BE HERE.

PRESIDENT NEAL: AND I'M GOING TO ASK EVERYBODY TO GIVE HER A ROUND OF APPLAUSE FOR ALL HER HARD WORK. THANK YOU.

[APPLAUSE].